

FRESNO COUNTY 1999

OCCUPATIONAL OUTLOOK REPORT & TRAINING DIRECTORY

FOR THE YEARS

1997 1998 1999



IN
PARTNERSHIP
WITH



FRESNO COUNTY

Occupational Outlook Report 1999

The information presented in this Occupational Outlook Report (OOR) was collected, analyzed, and disseminated through a partnership between staffs of the Fresno Workforce Development Board and the California State Employment Development Department, Labor Market Information Division (LMID). Technical guidance was provided by the California Cooperative Information Coordinating System. The purpose of this OOR is to provide information for labor market decisions, including personnel management, career counseling and selection, and vocational training program planning. Questions regarding the information in this report should be directed to Stephen G. Toews, FWDB Research Analyst at (559) 490-7174 or on line at stoews@jobsfresno.com. Additional Copies of this report are available from the Fresno Workforce Development Board for \$20 each.

Information in the Occupational Summaries portion of this report applies specifically to Fresno County. The data contained in this report was collected from June 1st to August 30 in 1997, April 15th to August 30th in 1998, and June 30th to August 30th in 1999. Local users of occupational information selected the occupations to be surveyed. Many of them are mentioned in the *acknowledgements* page of this report.

You may reach the participating agencies at the following URLs:

- The Fresno Workforce Development Board (FWDB) www.jobsfresno.com
- The State of California Employment Development Department (EDD) www.edd.ca.gov
- California Occupational Information Coordinating Committee (COICC) www.soicc.ca.gov
- EDD Labor Market Information Division (LMID) www.calmis.ca.gov

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CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM – CCOIS

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SECTION 1: Introduction

A Special Message for Readers and Users

The Fresno Workforce Development Board and the State of California Employment Development Department, Labor Market Information Division have made a substantial effort to ensure the accuracy of the information contained in this report. Both agencies and staff are committed to high standards for research and to reliable labor market information for local users. The data is collected from local employers and training providers through the use of a survey instrument. The information collected generally represents conditions that exist at the time of the survey. No attempt is made to verify the accuracy of the data provided. It is for this reason that although measures are taken to provide meaningful information, the results should be used with care and prudence.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. Beginning in 1999, this report will not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages shown here reflect the minimum wage that was in effect at the time the occupations were surveyed. The minimum wage of \$5.00 per hour, which was in effect on March 1st 1997, was raised to \$5.15 per hour on September 1st 1997 and to \$5.75 per hour on March 1st 1998. Surveys for this report were conducted from June 1st to August 30 in 1997, April 15th to August 30th in 1998, and June 30th to August 30th in 1999. Percentage totals may not always add up to 100% due to rounding.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state agency staffs.

WHO IS INVOLVED IN THE CCOIS?

EMPLOYMENT DEVELOPMENT DEPARTMENT/LABOR MARKET INFORMATION DIVISION

The Employment Development Department (EDD) Labor Market Information Division (LMID) is the division responsible for the collection, analysis, and dissemination of labor market information in California. LMID is also the contract administrator for the CCOIS program.

CALIFORNIA OCCUPATIONAL INFORMATION COORDINATING COMMITTEE

The California Occupational Information Coordinating Committee (COICC) is an inter-agency committee created by the state legislature to promote the development and use of a statewide occupational information system. The COICC played the key leadership role in developing the Training Component for the CCOIS and the Occupational Outlook Report. Committee members are:

Employment Development Department
Chancellor's Office, Community Colleges
Bureau for Private Postsecondary & Voc. Ed.

California Trade and Commerce Agency
Department of Rehabilitation
COICC Staff

Department of Social Services
Employment Training Panel
California Department of Education

FRESNO WORKFORCE DEVELOPMENT BOARD

The Fresno Workforce Development Board specializes in providing employment and job-training opportunities designed to develop a quality workforce necessary to support expanding jobs, reducing unemployment, and encouraging self-sufficiency. The Fresno Workforce Development Board receives its funding from the Department of Labor through the State of California Employment Development Department, Job Training Partnership Division. The FWDB partners with the CCOIS to conduct this study and prepare this report.

LOCAL OCCUPATIONAL INFORMATION COORDINATION COMMITTEE

The Local Occupational Information Coordinating Committee (LOICC) represents many of the potential users of this report. The purpose of the group is to assist FWDB in the selection of occupations for study and to provide leadership for the proper development and use of the occupational system in Fresno County. The following is a list of agencies and organizations that are represented on the LOICC.

Adult Education
Apprenticeship
Community Colleges
Employment Development Department
Employment Generating Agencies

Employment Training Panel
Local employers
FWDB
TANF

Private Vocational Schools
Department of Rehabilitation
Regional Occupation Programs
FWDB Service Providers
Labor Unions

WHY IS THIS RESEARCH CONDUCTED?

Seven Uses of CCOIS Reports

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

➤ **CAREER DECISIONS**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand and sources of employment and training.

➤ **SELECTION OF SKILLS TRAINING PROGRAMS AND SCHOOLS**

Training seekers, career counselors and employers can find information on training currently available in Fresno County for the occupations surveyed between 1997 and 1999. This report provides an easy to use, single source cross-reference between occupations and training.

➤ **PROGRAM PLANNING**

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.

➤ **CURRICULUM DESIGN**

Training providers can assess and update their curriculum based on current employer needs and projected trends.

➤ **ECONOMIC DEVELOPMENT**

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates and wages useful in determining the potential for business growth and development in the local labor market area.

➤ **PROGRAM MARKETING**

Training providers can effectively market their programs by informing students, employers and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

➤ **HUMAN RESOURCE DEVELOPMENT**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment and assess the availability of qualified workers for business relocation or expansion purposes.

This report is to be used as a reference to base and support decisions for these and many other purposes. To maximize the value of this information, please contact the Fresno Workforce Development Board (559) 490-7101

SECTION 2: METHODOLOGY

PROGRAM METHODOLOGY

OVERVIEW

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. Local labor market research in California is conducted primarily for the local Service Delivery Area (SDA) as established by the Job Training Partnership Act (JPTA). The system is comprised of two components: Employment and Training. The Employment component utilizes the resources of the various agencies represented on the steering committee that directs the activities of the CCOIS to collect information on employment demand. Employment demand is determined by EDD projections of occupational size, occupational growth, if it is identified as a "Quality" occupation, and by the number of inquiries concerning specific jobs over the course of the year. The Training component, which is still being refined, was originally developed through the leadership of the California Occupational Information Coordinating Committee (COICC) and its Technical Work Group.

Basic Structure of the CCOIS & the Occupational Outlook Report

COMPONENTS:

I. EMPLOYMENT

II. TRAINING

SOURCE OF DATA:

Local employers & EDD/LMID

Local Vocational Training Providers

TYPES OF DATA:

DATA GROUP #1

DATA GROUP #2

DATA GROUP #3

EDD projections of occupational size & growth

Local employer surveys of specific job titles

List of Training Providers, CIP program titles, services and certifications from State Training Inventory, availability of JTPA approval courses and contact people from FWDB Training Directory; **for occupations surveyed between 1997 and 1999**

FINAL PRODUCT:

Fresno Occupational Outlook Report 1999

INDIVIDUAL SECTION HEADINGS

Occupational Summaries

Training Directory

Data groups #1 and #2

Data group #3

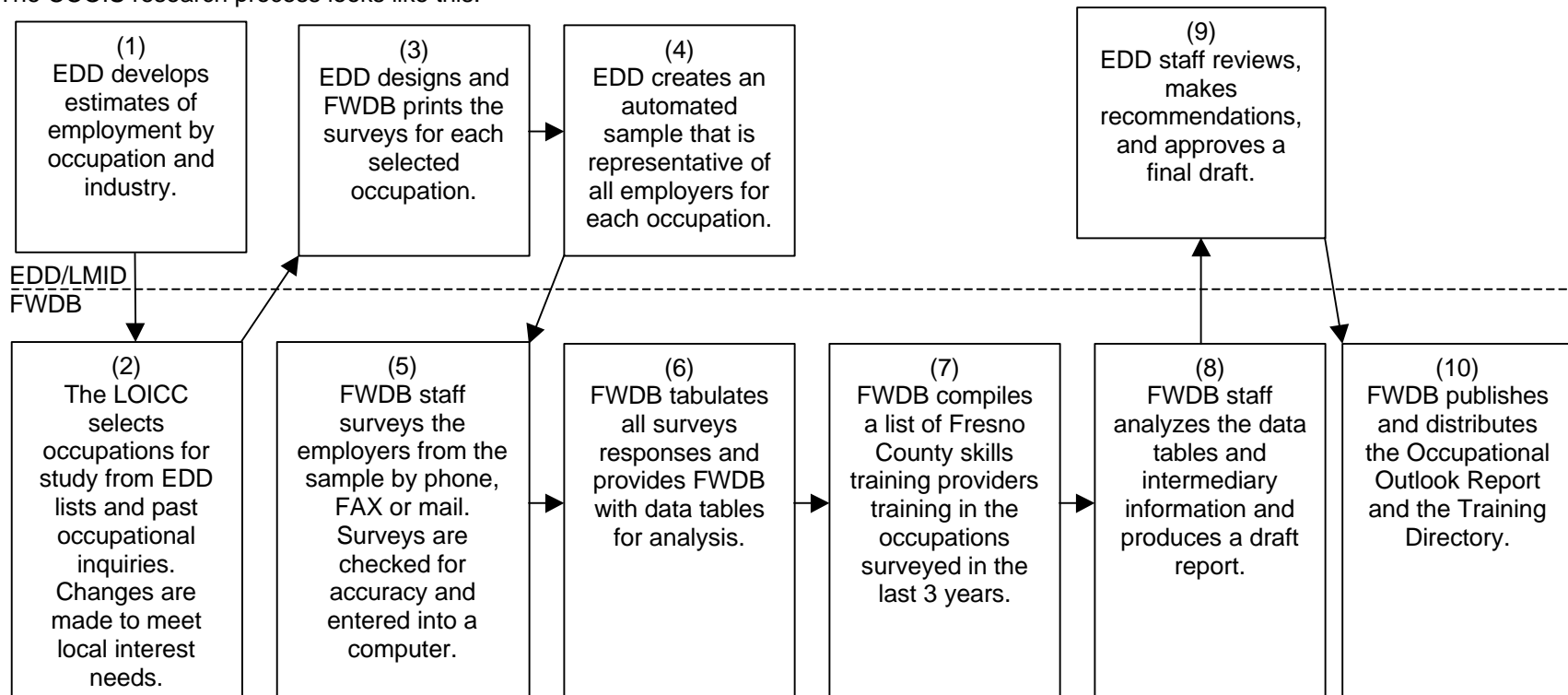
HOW WAS THE REPORT DEVELOPED?

The completion of each Occupational Outlook report is the result of a cooperative effort between the FWDB and EDD/LMID. Each party is responsible for the completion of certain assigned tasks.

FWDB tasks include selecting occupations for study, preparing and printing questionnaires, conducting the survey, analyzing the data produced from tables generated with LMID/CCOIS software, compiling information on training available for the occupations surveyed and producing and distributing the final report.

EDD/LMID provides technical support that includes developing employment by industry and occupation estimates, designing and maintaining computer software for printing the questionnaires and producing tabulations of survey results, providing a State Training Directory of training programs in the state and assisting FWDB staff. Additionally, EDD/LMID has established standards for interpretation of data that ensure that Occupational Outlook Reports from different areas are comparable.

The CCOIS research process looks like this:



SECTION 3

97-99 OCCUPATIONS SURVEYED

OCCUPATIONS STUDIED IN FRESNO, 1997 –1999

The following is a list of occupations that have been studied in 1997-1999. They are listed in alphabetical order. If there is an interest in a particular occupation from a previous year, it can be mailed or faxed to you at no cost. If you would like to have a complete report from a year previous to 1999, it can be purchased for \$10.00.

Occupation	OES #	Survey Year	Pages
Adjustment Clerks	531230	97	121-122
Assemblers & Fabricators - Except Machine Operators	939560	98	67-68
Automotive Body & Related Repairers	853050	98	69-70
Automotive Mechanics	853020	98	71-72
Bakers- Bread & Pastry	650210	98	73-74
Billing, Cost & Rate Clerks	553440	99	13-14
Bookkeeping, Accounting, & Auditing Clerks	553380	98	75-76
Cabinetmakers & Bench Carpenters	893110	98	77-78
Chemists-Except Biochemists	241050	99	15-16
Combined Food Preparation & Service Workers	650410	97	123-124
Computer Graphics Specialist	030064997	99	17-18
Computer Network Technicians	033162996	99	19-20
Computer Support Specialists	251040	98	79-80
Cooks-Short Order	650350	99	21-22
Cooks - Specialty Fast Food	650320	97	125-126
Corrections Officers & Jailers	630170	98	81-82
Counter & Rental Clerks	490170	97	127-128
Court Clerks	537020	98	83-84
Dental Assistants	660020	97	129-130
Dental Hygienists	329080	98	85-86
Dietetic Technicians	325230	99	23-24
Drivers/Sales Workers	971170	97	131-132
Electricians	872020	97	133-134
Excavating & Loading Machine Operators	979230	99	25-26
Farm Workers, Farm & Ranch Animals	798580	98	87-88
Financial Managers	130020	97	135-136
Firefighters	630080	99	27-28

Food Service Managers	150261	97	137-138
Guards & Watch Guards	630470	98	89-90
Handpackers & Packagers	989020	97	139-140
Heating & A/C, Refrigeration Mechanics & Installers	859020	97	141-142
Hosts, Hostesses - Restaurants, Lounge or Coffee Shop	650020	99	29-30
Hotel Desk Clerks	538080	98	91-92
Human Services Workers	273080	97	143-144
Industrial Truck & Tractor Operators	979470	99	31-32
Instructional Aides	315211	97	145-146
Instructors- Nonvocational Education	313170	97	147-148
Insurance Claims Clerks	533110	98	93-94
Law Clerks	283020	99	33-34
Library Assistants & Bookmobile Drivers	539020	99	35-36
Loan & Credit Clerks	531210	98	95-96
Lodging Managers	150262	99	37-38
Machininst	891080	98	97-98
Maids & Housekeeping Cleaners	670020	99	39-40
Medical & Clinical Laboratory Assistants	329050	99	41-42
Medical & Clinical Laboratory Technologists	329020	99	43-44
Medical Assistants	660050	99	45-46
Medical Secretaries	551050	98	111-112
Numerical-Control Machine-Tool Operators & Tenders	915020	99	47-48
Nurse Practitioners	078267999	98	99-100
Occupational Therapy Assistants & Aides	660210	98	101-102
Packaging & Filling Machine Operators & Tenders	929740	97	149-150
Painters, Paperhangers-Construction & Maintenance	874020	97	151-152
Paralegal Personnel	283050	98	103-104
Pest Controllers & Pest Control Assistants	670080	98	105-106
Physical Therapists	323080	99	49-50
Plumbers, Pipefitters,& Steamfitters	875020	97	153-154
Purchasing Agents & Buyers, Farm	213050	98	107-108
Receptionists & Information Clerks	553050	98	109-110
Recreational Therapists	323170	99	51-52
Residential Counselors	273070	97	155-156
Sales Agents-Real Estate	430080	99	53-54
Sales Representatives-Except Scientific and Related...	490080	97	159-160
Salespersons- Retail (Except Vehicle Sales)	490112	97	157-158
Secretaries- General	551080	97	161-162
Secretaries- Legal	551020	97	163-164
Sheet Metal Workers	891320	99	55-56

Sheriffs & Deputy Sheriffs	630320	98	113-114
Stock Clerks - Sales Floor	490210	97	165-166
Surgical Technicians	329280	99	57-58
Tellers	531020	98	115-116
Truck Drivers, Light - Including Delivery & Route Workers	971050	97	167-168
Veterinary Assistants	798060	99	59-60
Vocational & Educational Counselors	315140	99	61-62
Welders & Cutters	939140	97	169-170

1999 OCCUPATIONS SURVEYED

25 OCCUPATIONS STUDIED IN 1999

OES TITLE	OES CODE	PAGES
BILLING, COST, AND RATE CLERKS	553440	13-14
CHEMISTS-EXCEPT BIOCHEMISTS	241050	15-16
COMPUTER GRAPHICS SPECIALIST	030064997	17-18
COMPUTER NETWORK TECHNICIANS	033162996	19-20
COOKS-SHORT ORDER	650350	21-22
DIETETIC TECHNICIANS	325230	23-24
EXCAVATING AND LOADING MACHINE OPERATORS	979230	25-26
FIREFIGHTERS	630080	27-28
HOSTS, HOSTESSES-RESTAURANT, LOUNGE OR COFFEE SHOF	650020	29-30
INDUSTRIAL TRUCK AND TRACTOR OPERATORS	979470	31-32
LAW CLERKS	283020	33-34
LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS	539020	35-36
LODGING MANAGERS	150262	37-38
MAIDS AND HOUSEKEEPING CLEANERS	670020	39-40
MEDICAL AND CLINICAL LABORATORY ASSISTANTS	329050	41-42
MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS	329020	43-44
MEDICAL ASSISTANTS	660050	45-46
NUMERICAL-CONTROL MACHINE-TOOL OPERATORS & TENDER	915020	47-48
PHYSICAL THERAPISTS	323080	49-50
RECREATIONAL THERAPISTS	323080	51-52
SALES AGENTS-REAL ESTATE	430080	53-54
SHEET METAL WORKERS	891320	55-56
SURGICAL TECHNICIANS	329280	57-58
VETERINARY ASSISTANTS	798060	59-60
VOCATIONAL AND EDUCATIONAL COUNSELORS	315140	61-62

TERMS AND ABBREVIATIONS USED IN THE 1999 REPORT

TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

&	And
ADA	American Dental Association
CCOIS	California Cooperative Occupational Information System

ABBREVIATIONS

CHS EC	Central High School, East Campus
CNC	Computer Numerical Controlled
CTTI	Community Trade and Technical Institute
DT	Dental Technician
E&TA	Employment and Temporary Assistance
Ed.	Education
EDD	Employment Development Department
FCC	Fresno City College
FCOE	Fresno County Office of Education
FWDB	Fresno Workforce Development Board
hr	hour
Jr.	Junior
JTPA	Job Training Partnership Act
LAN	Local Area Network
LMID	Labor Market Information Division
LOICC	Local Occupational Information Coordinating Committee
MCED	Microcomputer Education Center
MTMA	Management Training/Marketing Association
N/A	Not Applicable/Not Available
NEC	Not Elsewhere Coded
O*NET	Occupational Network
OES	Occupational Employment Statistics
OOH	Occupational Outlook Handbook
OOR	Occupational Outlook Report
Ph	Phone
P/R	Public Relations
PIC	Private Industry Council
ROP	Regional Occupational Program
SDA	Service Delivery Area
Sr.	Senior
Tech(s)	Technician(s)
URL	Uniform Resource Locator
Voc.	Vocation/vocational
VMS	Vocational Management Services
WAN	Wide Area Network
wk	week
WPM	Words Per Minute

BILLING, COST, AND RATE CLERKS

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines.

OES#553440

15 Respondents Representing 33 Employees in Fresno County

EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	80%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	13	14	a
If Required or Preferred: Is Experience in other occupations accepted?	54		46	b
If Required or Preferred: Will training substitute for experience?	54		46	c
Is Technical/Vocational Training Required?	20	20	60	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 17 months in office or management.

c-Types of training named by employers includes an average of 8 months in computer training or medical terminology

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 770, large

**7 year growth to 2002:** +100 employees

**7 year growth rate:** 13%, average

#### EMPLOYER RESPONSES

**TURNOVER:** 21.2% annually. Employer hiring to fill openings from turnover accounted for seven-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of 10% annually. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$10.00	\$7.83
New, experienced	\$5.75-\$11.00	\$8.00
3 years with firm	\$7.50-\$15.00	\$9.50

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	57%	100%	36%	0%	0%	0%
Dental	43%	0%	36%	0%	0%	100%
Vision	43%	0%	14%	0%	0%	100%
Life	36%	0%	36%	0%	0%	0%
Sick Leave	64%	100%	14%	0%	0%	0%
Vacation	71%	100%	21%	0%	0%	0%
Retirement	64%	100%	21%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K, training, cash allowance for benefit selection or cafeteria plans as benefits.

## EMPLOYING INDUSTRIES

Confectionery	Specialty Hospitals
Help Supply Services	Offices of Health Practitioners, NEC
Employment Agencies	Accounting, Auditing, & Bookkeeping
Trucking, Except Local	General Medical & Surgical Hospital
New & Used Car Dealers	Offices & Clinics of Chiropractor
Offices & Clinics of Dentists	Offices & Clinics of Medical Doctors
Home Health Care Services	Local Passenger Transportation, NEC
Telephone Communications	Freight Transportation Arrangement
Local Trucking, Without Storage	

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	32 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	47%
Newspaper Advertisements	73%
Private Employment Agencies	20%
EDD	33%
School Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	7%
Colleges/Universities	53%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** Rising worker productivity stemming from the increasing use of computers to manage account information will not keep employment from rising. More complex billing applications will increasingly require workers with greater technical expertise. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** some want spreadsheet and/or word processing. Programs mentioned were WORD, EXCEL, MEDICAL MANAGER and QUICKBOOKS.

≡ **EMERGING TECHNOLOGY AND SKILLS:** people and customer skills, touch ten key, computer skills and ICD9 medical coding system.

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; many to supervisor, manager, manager trainee or assistant manager positions. A few promote to analyst or accounting. Promotional needs named include interpersonal skills, computer skills, continuing education and accounting experience.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 94% of this workforce. Alternate job titles include Accounts Receivable, Administrative Assistant, Office Assistant, Accountant, Credit Analyst and Secretary.

## CHEMISTS – EXCEPT BIOCHEMISTS

Chemists conduct chemical tests, qualitative and quantitative chemical analyses, or chemical experiments in laboratories for quality or process control or to develop new products or new knowledge.

**OES#241050**

**7 Respondents Representing 41 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	29 %
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	71%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	86	0	14	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	43	29	29	

a-Average experience required for employment is 24 months.

b-Other occupational experience named by employers includes food processing testing.

c-Average training time named by employers is 18 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very Difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 80, small

7 year growth to 2002: +10 employees

7 year growth rate: 12.5%, average

EMPLOYER RESPONSES

TURNOVER: 7.3% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of over 7% annually. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$14.00-\$14.00	\$14.00
New, experienced	\$7.50-\$20.00	\$12.66
3 years with firm	\$11.00-\$23.97	\$19.18

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	100%	0%	0%	0%	0%	0%
Vision	43%	0%	0%	0%	0%	0%
Life	57%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	43%	0%	0%	0%	0%	0%
Child Care	29%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Canned Fruits and Vegetables
 Biological Products
 Disinfecting & Pest Control Service
 Testing Laboratories
 State Government

WORK HOURS

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

Over 70% of responding firms in this occupation also work a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	14%
Newspaper Advertisements	86%
Private Employment Agencies	0%
EDD	14%
School Program Referrals	29%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	14%
Internet	29%
Colleges/Universities	86%

GENERAL INFORMATION

⌘ **SKILLS:** Chemists should enjoy studying science and mathematics, and should like working with their hands building scientific apparatus and performing experiments. Perseverance, curiosity, and the ability to concentrate on detail and to work independently are essential. Research and development chemists are increasingly expected to work on interdisciplinary teams, some understating of other disciplines, including business and marketing or economics, is desirable, along with leadership ability and good oral and written communication skills. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** most firms want spreadsheet and database, a few want word processing. Programs mentioned were Microsoft and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** quantitative analyses, quality analysis, gas chromatograph and microbiology.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions: most to supervision, some promote to management positions. Promotional needs mentioned include people skills, time & experience and continued education.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 34% of this workforce. 17% of employers are Union or subject to collective bargaining. Alternate job titles include Lab Technicians, Food Technologists, Quality Control and Production Managers.

COMPUTER GRAPHICS SPECIALIST

Computer Graphics Specialists create computer graphic designs and artwork to illustrate subject consumption of materials, products, or services, and to influence others in their opinions of individuals, organizations, products or services. Graphics and artwork are created with computer modeling and graphics software. They may edit, add color, texture and motion to graphics with a computer.

Non-OES #030064997

12 Respondents Representing 31 Employees in Fresno County

EDUCATION required for employment

Less Than High School	8%
High School or Equivalent	25%
Associate (2 year) Degree	17%
Bachelor (4 year) Degree	50%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	67	33	0	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	33	8	58	

a-Average experience required for employment is 23 months.

b-Other occupational experience named by employers includes an average of 24 months in the media market.

c-Average training time required for employment is 24 months. However, actual training time varies significantly with different employers—from 4 to 60 months.

### EMPLOYER SUPPLY & DEMAND

**How difficult is it to find applicants?**

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** N/A

**7 year growth to 2002:** N/A

**7 year growth rate:** N/A

#### EMPLOYER RESPONSES

**TURNOVER:** 6.5% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 19% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$14.00	\$14.00
New, experienced	\$6.50-\$18.00	\$12.71
3 years with firm	\$9.86-\$28.77	\$19.89

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	70%	0%	0%	0%	10%	0%
Dental	50%	0%	0%	0%	10%	0%
Vision	50%	0%	0%	0%	10%	0%
Life	70%	0%	0%	0%	10%	0%
Sick Leave	100%	8%	0%	0%	10%	0%
Vacation	100%	0%	0%	0%	10%	0%
Retirement	70%	0%	0%	0%	10%	0%
Child Care	10%	0%	0%	0%	10%	0%

Some employers offer a cafeteria plan. A few offer profit sharing.

## EMPLOYING INDUSTRIES

**N/A**

## WORK HOURS

Full-time	35-45 hr/wk	Almost all
Part-time	20-23 hr/wk	Some
Temporary	40 hr/wk	Few
Seasonal	20 hr/wk	Few

A few employers hire a swing shift in this occupation.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	8%
Newspaper Advertisements	83%
Private Employment Agencies	17%
EDD	25%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	33%
Internet	58%
Colleges/Universities	42%

Other: word of mouth and internal postings

## GENERAL INFORMATION

⌘ **SKILLS:** almost all employers want word processing, spreadsheet, and database skills. Most employers want desktop publishing. The most frequent software programs and applications mentioned were PAGE MAKER, COREL, MS SUITE, FRONT PAGE and ADOBE.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** computer graphic marketing is changing. Updated skills are needed to be creative and writing to the modern consumer market.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions. Many promote to management or supervision positions. Some promote to marketing, have lateral transfers or promote from Jr. to Sr. positions. A few employers do not promote. Promotional skills needed include personal relations people skills; planning, production, organizational skills and computer skills. Other personal qualities mentioned for promotion in this occupation were problem solving, creativity and innovation.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 48% of this workforce. Alternate job titles include Electronic or Graphic Artists, Computer Animators or Creative Directors.

## COMPUTER NETWORK TECHNICIANS

Computer Network Technicians install and maintain personal computers and connect them to local and /or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

**Non-OES#033162996**

**17 Respondents Representing 34 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	18%
High School or Equivalent	35%
Associate (2 year) Degree	18%
Bachelor (4 year) Degree	29%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	88	12	0	a
If Required or Preferred: Is Experience in other occupations accepted?	44		56	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	47	29	24	

a-Average experience required for employment is 32 months.

b-Other occupational experience named by employers includes an average of 66 months in computer related jobs.

c-Training time named by employers includes an average of 48 months. However, actual training time varies significantly with different employers—from 1 to 8 years. Types of training named by local employers were computer applications, advanced degrees and certifications.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for inexperienced applicants.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 6% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 30% annually.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$9.00-\$9.00	\$9.00
New, experienced	\$9.21-\$22.53	\$13.18
3 years with firm	\$10.00-\$28.00	\$19.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	6%	0%	0%	0%
Dental	59%	0%	6%	0%	0%	0%
Vision	53%	0%	6%	0%	0%	0%
Life	71%	0%	6%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	82%	0%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 plan.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	37-43 hr/wk	All
Part-time	15 hr/wk	Few
Temporary	20 hr/wk	Few
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	18%
Employee Referrals	29%
Newspaper Advertisements	71%
Private Employment Agencies	6%
EDD	18%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	6%
Trade Journals	12%
Internet	35%
Colleges/Universities	35%

Other: Word of Mouth and job hot lines

GENERAL INFORMATION

⌘ **SKILLS:** almost all employers want spreadsheet, database and word processing software skills. Most employers want desktop publishing skills. The most frequent software programs and applications mentioned were UNIX, Win NT, T-1 SERVER and AS400.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given in survey

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; a few promote to director, assistant director or information systems manager. Also mentioned were programmer, analyst and in-grade promotions with higher wages. Employers most frequently identified experience as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 15% of this workforce. 12% of the employers are union or subject to collective bargaining. Alternate job titles include network administrators or assistants, information systems assistants or supervisors, coordinators, computer systems specialists and system support specialist.

COOKS – SHORT ORDER

Sort Order Cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables.

OES#650350**15 Respondents Representing 171 Employees in Fresno County****EDUCATION** required for employment

Less Than High School	93%
High School or Equivalent	7%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	40	27	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	55		45	c
Is Technical/Vocational Training Required?	0	7	93	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes restaurants and food services.

c-No surveyed Fresno County employers required previous training.

**EMPLOYER SUPPLY & DEMAND****How difficult is it to find applicants?**

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

**EMPLOYMENT TRENDS****EDD PROJECTIONS**

**1995 Size:** 350, small

**7 year growth to 2002:** +70 employees

**7 year growth rate:** 20%, much faster than average

**EMPLOYER RESPONSES**

**TURNOVER:** 24% annually. Employer hiring to fill openings from turnover accounted for over three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported a growth rate of just under 7% annually. Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.38
New, experienced	\$6.00-\$8.00	\$7.00
3 years with firm	\$8.00-\$10.25	\$9.00

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	47%	0%	0%	0%
Dental	40%	0%	40%	0%	0%	0%
Vision	7%	0%	27%	0%	0%	0%
Life	47%	0%	13%	0%	7%	0%
Sick Leave	47%	0%	0%	0%	0%	0%
Vacation	73%	14%	13%	0%	0%	0%
Retirement	47%	14%	13%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer meals at ½ price, some offer free meals.

## EMPLOYING INDUSTRIES

Grocery Stores

Eating Places

## WORK HOURS

Full-time	30-40 hr/wk	All
Part-time	20-30 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

All employers have a swing shift, many have a graveyard shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	33%
Newspaper Advertisements	73%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** bake, broil, prepare food and care for kitchen equipment. Also, menu planning, determination of portion size, food cost control, purchasing food supplies in quantity, selection & storage of food, and use of leftover food to minimize waste. Know hotel and restaurant sanitation and public health rules for handling food. Important qualifications include the ability to work as a part of a team possessing a keen sense of taste and smell, and personal cleanliness. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to higher level positions, most to management positions. A few promote to lead cooks or dine cooks. Employers most frequently identified ambition, time, knowledge, and ability to handle high volume as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 19% of this workforce. Alternate job titles include line cooks and prep cooks.

## DIETETIC TECHNICIANS

Dietetic Technicians under direct Supervision of Dietitians, or following established nutritional guidelines, advise on food or nutrition.

**OES#325230**

**13 Respondents Representing 37 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	38%
High School or Equivalent	31%
Associate (2 year) Degree	23%
Bachelor (4 year) Degree	8%
Graduate Study	0%

There is no state definition for a "nutritionist"; many employers call them Dietetic Techs., and that is reflected in this survey. But a registered DT must have at least an associate degree.

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	92	8	0	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	31		69	c
Is Technical/Vocational Training Required?	69	23	8	

a-Average experience required for employment is 21 months.

b-Other occupational experience named by employers includes institutional cook and food service.

c-Training time named by employers is an average of 21 months. A few employers will accept 12 months. Most employers report that some form of ADA certification or registration is required.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding experienced qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified inexperienced applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 21.6% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 9% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$11.00-\$11.00	\$11.00
New, experienced	\$7.25-\$13.00	\$11.51
3 years with firm	\$8.65-\$17.00	\$14.38

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	100%	0%	0%	0%	0%	0%
Vision	69%	0%	0%	0%	0%	0%
Life	85%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	77%	0%	8%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 FLEX plan.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	32 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	50%
Newspaper Advertisements	83%
Private Employment Agencies	8%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	8%
Walk-in Applicants	8%
Trade Journals	8%
Internet	0%
Colleges/Universities	17%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Guides individuals and families in food selection, preparation, and menu planning, based upon nutritional needs. Plans menus based on established guidelines. Obtains and evaluates dietary histories of individuals to plan nutritional programs. Selects, schedules, and conducts orientation and in-service education programs. Standardizes recipes and tests new products for use in facility. Supervises food production and service. Assists in referrals for continuity of patient care. Assists in implementing established cost control procedures. Develops job specifications, job descriptions, and work schedules. (Source: O*NET)

≡ **EMERGING TECHNOLOGY AND SKILLS:** some employers desire basic computer knowledge. Software programs mentioned were word processing, spreadsheet and database.

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions, some to Dietitian. Employers most frequently identified experience and skill as needs for promotion.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 81% of this workforce. 8% of the employers are union or subject to collective bargaining. Alternate job titles include Dietary Supervisor, Dietary or Food Services Supervisor, and Dietary Aide.

EXCAVATING AND LOADING MACHINE OPERATORS

Excavating and Loading Machine Operators operate or tend machinery, except dredges or draglines, equipped with scoops, shovels, or buckets to excavate and load loose materials.

OES#979230

16 Respondents Representing 141 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	27		73	c
Is Technical/Vocational Training Required?	21	14	64	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 12 months in related trades.

c-Many employers hire only Union workers.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding experienced qualified applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 150, small

**7 year growth to 2002:** +20 employees

**7 year growth rate:** 13.3%, average

#### EMPLOYER RESPONSES

**TURNOVER:** 3.5% annually. Employer hiring to fill openings from turnover accounted for just over one-tenth of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 6% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.00-\$10.00	\$8.00
Union	\$11.58-\$26.43	\$18.67
New, experienced	\$8.25-\$16.00	\$12.50
Union	\$12.92-\$27.62	\$21.82
3 years with firm	\$12.00-\$25.00	\$16.25
Union	\$14.26-\$28.81	\$26.91

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	86%	0%	0%	0%	0%	0%
Dental	50%	0%	0%	0%	0%	0%
Vision	43%	0%	7%	0%	0%	0%
Life	50%	0%	0%	0%	7%	0%
Sick Leave	50%	0%	0%	0%	0%	0%
Vacation	93%	0%	0%	0%	0%	0%
Retirement	64%	0%	0%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Ornamental shrub and tree services  
 Single-family housing construction  
 Highway and street construction  
 Water, sewer, and utility lines  
 Heavy construction  
 Excavation work

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	50%
Newspaper Advertisements	50%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	44%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** Operators need a good sense of balance, the ability to judge distance, good eye-hand-foot coordination, and mechanical aptitude. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs. (Source: OOH)

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions. Some promote to foreman, leadman or supervisor.

≡ **OTHER RELEVANT INFORMATION:** no female employees were reported in this workforce. 53% of employers are union employers or subject to collective bargaining. Alternate job titles include Equipment Operators, Operating Engineers and Bobcat Operators.

## FIREFIGHTERS

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government.

**OES#630080**

**8 Respondents Representing 617 Employees in Fresno County**

**Note:** Volunteer Firefighters are not included in this report. Volunteers work throughout the county to meet the needs of their community.

Volunteers may be considered on-call except they receive little or nothing in pay and benefits. The only reportable point of agreement among volunteer firefighters is that they receive a uniform or are given a uniform allowance.

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	13	50	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	25		75	c
Is Technical/Vocational Training Required?	100	0	0	

a-Average experience required for employment is 16 months.

c-Average training time named by employers is 11 months. All employers stated that a firefighter certificate or firefighting academy training is required for employment.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced qualified applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 400, medium

7 year growth to 2002: +60 employees

7 year growth rate: 15%, faster than average

EMPLOYER RESPONSES

TURNOVER: 3.6% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.39-\$13.62	\$9.26
New, experienced	\$6.39-\$15.14	\$10.60
3 years with firm	\$7.35-\$18.10	\$11.55

All employers surveyed pay union wages or are subject to collective bargaining.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	13%	0%	0%	0%
Dental	75%	0%	25%	0%	0%	0%
Vision	75%	0%	25%	0%	0%	0%
Life	50%	0%	13%	0%	0%	0%
Sick Leave	88%	0%	13%	0%	0%	0%
Vacation	88%	0%	13%	0%	0%	0%
Retirement	38%	0%	50%	0%	0%	0%
Child Care	0%	0%	13%	0%	0%	0%

Almost all employers offer pay or allowance for uniforms as a benefit.

EMPLOYING INDUSTRIES

State government

Local government

WORK HOURS

Full-time	56-72 hr/wk	All
Part-time	N/A	None
Temporary	8 hr/wk	Few
Seasonal	72 hr/wk	Few

Firefighters work a wide variety of hours and shifts, day, swing, graveyard and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	0%
Newspaper Advertisements	63%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	75%
Internet	13%
Colleges/Universities	0%

Other: Job Fairs

GENERAL INFORMATION

⌘ **SKILLS:** Among the personal qualities firefighters need are mental alertness, self-discipline, courage, mechanical aptitude, endurance, strength, and a sense of public service. Initiative and good judgment are extremely important because firefighters independently make quick decision in emergencies. Because members of a crew live and work closely together under conditions of stress and danger for extended periods, they should be dependable and able to get along well with others in a group. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to higher level positions, most to Engineer. A few promote to firefighter specialist, paramedic or EMT. Promotions require further education or training and testing. The gaining of various licenses and certifications was also mentioned for promotional opportunities.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 10% of this workforce. All employers are union or subject to collective bargaining. Alternate job titles include engineers, paramedics and firefighter specialists.

HOSTS, HOSTESSES – RESTAURANT, LOUNGE OR COFFEE SHOP

Hosts and Hostesses-Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

OES#650020

16 Respondents Representing 162 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	6	25	69	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	20		80	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes customer service.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 410, Medium

7 year growth to 2002: +90 employees

7 year growth rate: 22%, Much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 72.8% annually. Employer hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 5% annually.

Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.00	\$5.75
New, experienced	\$5.75-\$7.00	\$5.85
3 years with firm	\$5.75-\$9.00	\$6.35

In this occupation tips and gratuities may increase wages

## BENEFITS 69% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	19%	0%	0%
Dental	33%	0%	33%	19%	33%	0%
Vision	33%	0%	33%	13%	0%	0%
Life	33%	0%	0%	6%	0%	6%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	100%	6%	0%	13%	0%	0%
Retirement	33%	0%	0%	0%	33%	6%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer meals and a few offer a 401K retirement plan.

## EMPLOYING INDUSTRIES

Eating places

## WORK HOURS

Full-time	40 hr/wk	Few
Part-time	14-35 hr/wk	All
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers have a swing shift. A few employers reported weekend work.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	31%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	94%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

## GENERAL INFORMATION

⌘ **SKILLS:** Evoke a good impression of the restaurant, by warmly welcoming guests. Work in close contact with the public. Should be well spoken and have a neat, clean appearance. Enjoy dealing with all kinds of people and possess a pleasant disposition. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions, many to server. A few promote to waiter/waitress staff, crew leader, bartender, and desk or lead host. Promotional skills needed include customer skills, knowledge of floor arrangement and job performance.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 81% of this workforce. Alternate job title includes greeter.

## INDUSTRIAL TRUCK AND TRACTOR OPERATORS

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site.

OES#979470

19 Respondents Representing 273 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	58%
High School or Equivalent	42%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	47	37	16	a
If Required or Preferred: Is Experience in other occupations accepted?	64		36	b
If Required or Preferred: Will training substitute for experience?	69		31	c
Is Technical/Vocational Training Required?	12	41	47	

a-Average experience required for employment is 10 months.

b-Other occupational experience named by employers includes an average of 12 months material handling and moving equipment experience—lift truck, forklift and warehouse.

c-Training time named by employers is an average of 8 months. A few employers require lift truck or forklift certification.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 990, large

7 year growth to 2002: +80 employees

7 year growth rate: 8.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 16.1% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 4% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.00	\$5.75
Union	\$6.25-\$12.86	\$7.38
New, experienced	\$5.75-\$11.35	\$7.00
Union	\$6.25-\$12.86	\$10.52
3 years with firm	\$6.00-\$14.25	\$8.50
Union	\$10.00-\$14.79	\$11.90

BENEFITS 84% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	76%	0%	6%	0%	0%	0%
Dental	71%	0%	6%	0%	0%	0%
Vision	59%	0%	0%	0%	0%	0%
Life	76%	0%	6%	0%	0%	0%
Sick Leave	71%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%
Retirement	71%	0%	6%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%

Some employers offer a 125 plan and a few employers offer 401K.

EMPLOYING INDUSTRIES

Farm supplies	Farm product warehousing and storage
Local government	Refrigerated warehousing and storage
Department stores	Groceries and related products, NEC
Meatpacking plants	Lumber and other building materials
Trucking, except local	Poultry slaughtering and processing
Wood pallets and skids	Dehydrated fruits, vegetables, soup
Motor vehicle parts, used	General warehousing and storage
Scrap and waste Materials	Local trucking, without storage
Fresh fruits and vegetables	Bottled and canned soft drinks
Frozen fruits and vegetables	Lumber plywood and millwork
Automatic vending machines	Canned fruits and vegetables

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	24 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Many employers have a swing shift, some have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	26%
Employee Referrals	68%
Newspaper Advertisements	53%
Private Employment Agencies	26%
EDD	47%
School Program Referrals	0%
Union Hall Referrals	16%
Walk-in Applicants	26%
Trade Journals	0%
Internet	0%
Colleges/Universities	11%

GENERAL INFORMATION

⌘ **SKILLS:** Operators need a good sense of balance, the ability to judge distance, good eye-hand-foot coordination, and mechanical aptitude. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Bar code scanning.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; some to supervisor, crew chief or lead person. A few promote to truck driver. Promotional skills needed include people and customer skills and service. Word processing and spreadsheet computer skills were also mentioned.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 6% of this workforce. 32% of the employers are union or subject to collective bargaining. Alternate job titles include Forklift Drivers and Operators, Warehouse Persons and Truck Drivers.

LAW CLERKS

Law Clerks research legal data for briefs or arguments based on statutory law or decisions. They search for and study legal records and documents to obtain data applicable to cases under consideration; prepare rough drafts of briefs or arguments; file pleadings for the law firm with court clerks; serve copies of pleading to opposing counsel; prepare affidavits of documents; and keep document files and correspondence of cases.

OES#283020

14 Respondents Representing 24 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	100%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	43	7	50	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	100	0	0	

a-Average experience required for employment is 12 months.

c-Types of training named by employers includes an average of 20 months in law school.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Not difficult

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 70, small

**7 year growth to 2002:** +10 employees

**7 year growth rate:** 14.3%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 12.5% annually. Employer hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 14% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$22.50	\$11.75
New, experienced	\$5.75-\$22.50	\$14.98
3 years with firm	\$10.00-\$25.00	\$17.62

## BENEFITS 57% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	78%	0%	0%	0%	0%	0%
Dental	56%	0%	0%	0%	0%	0%
Vision	44%	0%	0%	0%	0%	0%
Life	56%	0%	0%	0%	0%	0%
Sick Leave	78%	0%	0%	0%	0%	0%
Vacation	89%	0%	0%	0%	0%	0%
Retirement	78%	0%	0%	0%	0%	0%
Child Care	11%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Legal Services

Federal Government

Local Government

## WORK HOURS

Full-time	40 hr/wk	Most
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40-48 hr/wk	Some

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Advertisements	0%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	79%
Union Hall Referrals	0%
Walk-in Applicants	36%
Trade Journals	7%
Internet	0%
Colleges/Universities	93%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** almost all employers want word processing skills, many want database and a few want spreadsheet. All employers mentioned either NEXIS/LEXIS or WESTLAW. Law Clerks should learn negotiation skills.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to attorney or practitioner. All respondents agree that promotion is dependent upon passage of the bar exam.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 38% of this workforce. Alternate job titles include student or legal assistants.

## LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS

Library Assistants and Bookmobile Drivers compile records; sort and shelve books; issue and receive library materials, such as pictures, cards, slides, phonograph records, and microfilm; and handle tape decks. They also locate library materials for loan and replace materials in shelving areas (stacks) or files according to their identification number and title, and register patrons to permit them to borrow books, periodicals, and other library materials. Bookmobile Drivers operate a bookmobile or light truck that pulls a book trailer to specific locations on a predetermined schedule and assist with providing services in mobile library.

**OES#539020**

**16 Respondents Representing 393 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	69%
Associate (2 year) Degree	19%
Bachelor (4 year) Degree	13%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	44	38	19	a
If Required or Preferred: Is Experience in other occupations accepted?	82		18	b
If Required or Preferred: Will training substitute for experience?	85		15	c
Is Technical/Vocational Training Required?	6	25	69	

a-Average experience required for employment is 17 months.

b-Other occupational experience named by employers includes an average of 20 months in clerical/general office and teaching.

c-Average training time required for employment is 24 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 120, small

7 year growth to 2002: +10 employees

7 year growth rate: 8.3%, slower than average

EMPLOYER RESPONSES

TURNOVER: 8.4% annually. Employer hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of over 42% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$10.07	\$8.32
Union	\$7.50-\$14.25	\$8.77
New, experienced	\$7.00-\$14.42	\$10.58
Union	\$7.18-\$10.97	\$9.28
3 years with firm	\$8.00-\$16.15	\$11.20
Union	\$8.74-\$12.16	\$10.34

BENEFITS 87% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	77%	14%	23%	14%	0%	0%
Dental	69%	29%	15%	14%	0%	0%
Vision	77%	29%	15%	14%	0%	0%
Life	62%	14%	15%	14%	0%	0%
Sick Leave	77%	29%	15%	14%	0%	0%
Vacation	62%	29%	15%	0%	0%	0%
Retirement	54%	0%	38%	29%	0%	0%
Child Care	0%	0%	0%	0%	8%	14%

A few employers offer a 125 plan.

EMPLOYING INDUSTRIES

Elementary and secondary schools
 Junior colleges
 Management services
 Local government

WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	20-40 hr/wk	Few
Seasonal	N/A	None

A few employers work evenings.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	38%
Newspaper Advertisements	75%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	6%
Internet	44%
Colleges/Universities	6%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Answer patrons' questions, receive and check out books, collect fines, maintain the book collection, shelve materials, operate audiovisual equipment to show slides or films; participate and assist in planning programs, used book sales, or outreach programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Many employers want word processing or database skills, some want spreadsheet and a few want desktop publishing.

≡ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions; some to technician or technician aid, a few to head librarian or supervisor. Employers most often mentioned experience as most important for promotion.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 87% of this workforce. 63% of the employers are union or subject to collective bargaining. Alternate job titles include Library Clerk, Library Technician and Resource Assistant.

LODGING MANAGERS

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization of department that provides lodging such as hotels, motels, or tourist courts.

OES#150262

16 Respondents Representing 20 Employees in Fresno County

EDUCATION required for employment

Less Than High School	56%
High School or Equivalent	19 %
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	19%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	63	13	25	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	33		67	
Is Technical/Vocational Training Required?	0	13	88	

a-Average experience required for employment is 41 months.

b-Other occupational experience named by employers includes an average of 36 months in customer service.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** N/A

**7 year growth to 2002:** N/A

**7 year growth rate:** N/A

#### EMPLOYER RESPONSES

**TURNOVER:** 15% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of 5% annually. Most employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$14.38	\$8.92
New, experienced	\$7.00-\$16.30	\$11.32
3 years with firm	\$8.65-\$26.37	\$14.48

## BENEFITS 88% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	56%	0%	19%	0%	6%	0%
Dental	50%	0%	6%	0%	6%	0%
Vision	31%	0%	6%	0%	6%	0%
Life	50%	0%	13%	0%	6%	0%
Sick Leave	56%	0%	6%	0%	6%	0%
Vacation	81%	0%	0%	0%	6%	0%
Retirement	19%	0%	6%	0%	6%	0%
Child Care	6%	0%	13%	0%	6%	0%

## EMPLOYING INDUSTRIES

N/A

## WORK HOURS

Full-time	40-55 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Most employers have employees on-call, a few work weekend shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	44%
Newspaper Advertisements	69%
Private Employment Agencies	19%
EDD	13%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	6%
Internet	6%
Colleges/Universities	13%

## GENERAL INFORMATION

⌘ **SKILLS:** Hotel management programs include instruction in hotel administration, accounting, economics marketing, housekeeping, food service management and catering, and hotel maintenance engineering. Computer training is an integral part of hotel management training due to the widespread use of computers in reservations, billing, and housekeeping management.

Hotel managers must be able to get along with all kinds of people. Even in stressful situations. They must be able to solve problems and concentrate on details. Initiative, self-discipline, the ability to organize and direct the work of others, and effective communication skills are essential. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** various computer software and workplace violence awareness.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; general managers, regional managers or area managers. Promotional skills needed include human resource and personnel skills, and people management skills.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 45% of this workforce. Alternate job titles include general manager and general manager assistant.

## MAIDS AND HOUSEKEEPING CLEANERS

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

**OES#670020**

**16 Respondents Representing 152 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	94%
High School or Equivalent	6%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Not difficult

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

### Training & Experience % of employers response

~~~~~	% Yes	% Not Required But Preferred	% No	Notes
~~~~~				
Is Prior Experience Required in this Occupation?	13	25	63	a
If Required or Preferred: Is Experience in other occupations accepted?	40		60	b
If Required or Preferred: Will training substitute for experience?	0		100	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 6 months.

b-Other occupational experience named by employers includes an average of 9 months in housecleaning or personal cleaning services.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 1430, large

**7 year growth to 2002:** +180 employees

**7 year growth rate:** 12.6%, average

#### EMPLOYER RESPONSES

**TURNOVER:** 34.2% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just under 2% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.26	\$5.75
New, experienced	\$5.75-\$6.26	\$5.75
3 years with firm	\$5.75-\$7.00	\$6.50

## BENEFITS 63% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	23%	11%	46%	11%	0%	0%
Dental	15%	11%	31%	11%	0%	0%
Vision	23%	11%	23%	11%	0%	0%
Life	31%	11%	0%	0%	15%	11%
Sick Leave	54%	33%	8%	0%	0%	0%
Vacation	77%	33%	0%	0%	0%	0%
Retirement	0%	0%	23%	11%	8%	11%
Child Care	0%	0%	8%	11%	0%	0%

## EMPLOYING INDUSTRIES

Apartment building operators  
Hotels and Motels  
Building maintenance services  
Skilled nursing care facilities  
General medical & surgical hospital  
Specialty hospitals  
Residential care

## WORK HOURS

Full-time	32-40 hr/wk	Almost all
Part-time	20-35 hr/wk	Many
Temporary	15-35 hr/wk	Few
Seasonal	N/A	None

Some employers have weekend work; a few have swing and graveyard work schedules.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	69%
Newspaper Advertisements	63%
Private Employment Agencies	0%
EDD	25%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** learn how to clean buildings thoroughly and efficiently, how to select and safely use various cleaning agents, and how to operate and maintain machines, such as wet and dry vacuums, buffers, and polishers. Students learn to plan their work, to follow safety and health regulations, to interact positively with people in the buildings they clean, and to work without supervision.

Employers usually look for dependable, hard-working individuals who are in good health, follow directions well and get along with other people. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** many employers do not promote to higher level positions; almost as many do promote. A few promote to housekeeping manager or head housekeeper, supervisor or assistant supervisor, or room inspector. Promotional needs named include supervisory or management skills, consistent work and ability to learn.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 97% of this workforce. 7% of the employers are union or subject to collective bargaining. Alternate job titles include housekeepers and room attendants.

## MEDICAL AND CLINICAL LABORATORY ASSISTANTS

Medical and Clinical Laboratory assistants perform routine tasks in a medical laboratory. They may set up and operate automated equipment which does not require interpretation or judgment to read the results. They may label, centrifuge, and transfer specimens, transcribe results, and prepare culture media and reagents. They may also perform venipuncture if certified to do so. They work under the supervision of a Medical Laboratory Technologist.

OES#329050

12 Respondents Representing 41 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	8%
High School or Equivalent	67%
Associate (2 year) Degree	25%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~	% Yes	% Not Required But Preferred	% No	Notes
~~~~~				
Is Prior Experience Required in this Occupation?	50	0	50	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	36	27	36	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months as a phlebotomist.

c-Types of training named by employers includes an average of 6 months as medical assistant, lab assistant or phlebotomist.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 170, small

7 year growth to 2002: +20 employees

7 year growth rate: 11.8%, average

#### EMPLOYER RESPONSES

TURNOVER: 36.6% annually. Employer hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$7.64	\$7.13
New, experienced	\$7.00-\$10.00	\$7.82
3 years with firm	\$8.00-\$12.00	\$9.50

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	67%	50%	0%	0%
Dental	33%	0%	42%	0%	8%	50%
Vision	17%	0%	42%	0%	8%	0%
Life	42%	0%	33%	0%	17%	0%
Sick Leave	92%	50%	8%	0%	0%	0%
Vacation	92%	50%	8%	0%	0%	0%
Retirement	17%	0%	50%	0%	0%	0%
Child Care	8%	0%	0%	0%	0%	0%

Some employers offer a 401K or 457 plan.

## EMPLOYING INDUSTRIES

Offices & clinics of medical doctors  
General medical & surgical hospitals  
Medical laboratories  
Health and allied services  
Management services  
Federal government

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	20-32 hr/wk	Few
Temporary	15-30 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift or have employees on-call.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	58%
Newspaper Advertisements	83%
Private Employment Agencies	17%
EDD	8%
School Program Referrals	25%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	0%
Colleges/Universities	17%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** Duties vary and may include; taking medical histories, recording vital signs, explaining treatment procedures to patients, preparing patients for examination and assisting the physician during the examination. Assistants may also collect and prepare laboratory specimens, perform basic laboratory tests, dispose of contaminated supplies, sterilize medical instruments, instruct patients about medication and special diets, prepare and administer medications, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take electrocardiograms, remove sutures and change dressings. (Source: adapted from OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** New medical skills include good social and people skills, knowledge of Medicare, diagnosis and MEDICAL MANAGER software.

≡ **PROMOTIONAL OPPORTUNITIES:** many employers promote; an equal amount does not promote. Some promote to lab assistant 2 or lab supervisor; a few promote to phlebotomist. Promotional skills mentioned include customer service, continuing education and training.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 73% of this workforce. 8% of the employers are union or subject to collective bargaining. Alternate job title includes laboratory technician.

## MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

Medical and Clinical Laboratory Technologist perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordination activities of workers engaged in laboratory testing.

**OES#329020**

**12 Respondents Representing 34 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	8%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	92%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	50	17	33	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	13		88	c
Is Technical/Vocational Training Required?	55	0	45	

a-Average experience required for employment is 39 months.

c-Average training time required for employment is 24 months.

Types of training named by employers were technologist certification and state license.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 350, small

7 year growth to 2002: +40 employees

7 year growth rate: 11.4%, average

EMPLOYER RESPONSES

TURNOVER: 14.7% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 6% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$18.99	\$17.00
New, experienced	\$14.00-\$25.00	\$17.95
3 years with firm	\$18.00-\$25.00	\$20.00

BENEFITS 92% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	25%	0%	0%
Dental	20%	0%	40%	0%	10%	0%
Vision	20%	0%	40%	0%	0%	0%
Life	60%	0%	20%	0%	0%	0%
Sick Leave	90%	25%	10%	0%	0%	0%
Vacation	90%	25%	10%	25%	0%	0%
Retirement	0%	0%	70%	25%	10%	0%
Child Care	10%	0%	10%	0%	0%	0%

Some employers offer 401K or 457 plans, a few offer profit sharing or share of cost for prescriptions.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
General medical & surgical hospitals
Specialty hospitals
Medical Laboratories
Specialty outpatient clinics
Federal government

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	4-30 hr/wk	Some
Temporary	15 hr/wk	Few
Seasonal	N/A	None

Some employers have a swing shift or have employees on call. A few employers work weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	8%
Employee Referrals	58%
Newspaper Advertisements	75%
Private Employment Agencies	8%
EDD	17%
School Program Referrals	17%
Union Hall Referrals	0%
Walk-in Applicants	8%
Trade Journals	0%
Internet	8%
Colleges/Universities	17%

Other: Word of mouth and job postings

GENERAL INFORMATION

⌘ **SKILLS:** Personnel need analytical judgment and the ability to work under pressure. Close attention to detail is essential because small differences or changes in test substances or numerical readouts can be crucial for patient care. Manual dexterity and normal color vision are highly desirable. With the widespread use of automated laboratory equipment, computer skills are important. In addition technologists in particular are expected to be good at problem solving. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A general knowledge of computers is desirable, as well as knowledge of MEDICAL MANAGEMENT and other proprietary software.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers don't promote to higher level positions. Some do promote. A few promote to supervisor. Promotional need most mentioned was continued education.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 71% of this workforce. 17% of the employers are union or subject to collective bargaining. Alternate job titles include clinical lab assistant and clinical lab scientist.

MEDICAL ASSISTANTS

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

OES#660050

21 Respondents Representing 226 Employees in Fresno County

EDUCATION required for employment

Less Than High School	5%
High School or Equivalent	90 %
Associate (2 year) Degree	5%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	52	19	29	a
If Required or Preferred: Is Experience in other occupations accepted?	30		70	
If Required or Preferred: Will training substitute for experience?	53		47	c
Is Technical/Vocational Training Required?	67	5	29	

a-Average experience required for employment is 16 months.

c-Types of training named by employers includes an average of 17 months as a certified medical assistant.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 820, large

**7 year growth to 2002:** +280 employees

**7 year growth rate:** 34.1%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 14.6% annually. Employer hiring to fill openings from turnover accounted for over two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 6% annually.

Many employers indicated that this occupation would grow over the next two years; not as many believe that it will remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.00-\$8.00	\$7.25
New, experienced	\$6.50-\$9.50	\$7.50
3 years with firm	\$7.50-\$12.00	\$9.75

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	20%	33%	0%	0%	0%
Dental	38%	20%	29%	0%	5%	0%
Vision	43%	20%	24%	0%	10%	0%
Life	52%	20%	19%	0%	10%	0%
Sick Leave	90%	20%	10%	0%	0%	0%
Vacation	90%	20%	10%	0%	0%	0%
Retirement	24%	0%	52%	20%	5%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K.

## EMPLOYING INDUSTRIES

Offices and clinics of medical doctors

General medical & surgical hospitals

## WORK HOURS

Full-time	30-40 hr/wk	All
Part-time	24-32 hr/wk	Some
Temporary	8 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift or weekend work.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	5%
Employee Referrals	38%
Newspaper Advertisements	76%
Private Employment Agencies	33%
EDD	5%
School Program Referrals	57%
Union Hall Referrals	0%
Walk-in Applicants	10%
Trade Journals	0%
Internet	0%
Colleges/Universities	29%

Other: Word of Mouth

## GENERAL INFORMATION

≡ **SKILLS:** Medical assistants perform many administrative duties. They answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admission and laboratory services, and handle billing and bookkeeping. Because they deal with the public, they must be neat and well groomed and have a courteous, pleasant manner. Medical assistants must be able to put patients at ease and explain physicians' instructions. They must respect the confidential nature of medical information. Clinical duties require a reasonable level of manual dexterity and visual acuity. (Source: adapted from OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers foresee increased computer usage and the need for computer skills. New lab procedures are emerging. The computer program most mentioned was MEDICAL MANAGER.

≡ **PROMOTIONAL OPPORTUNITIES:** many employers do not promote to higher level positions; almost as many do promote. Some promote to supervisor. Promotional needs include leadership and management skills, customer service and people skills, and computer and technical skills.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 91% of this workforce.

## NUMERICAL-CONTROL MACHINE-TOOL OPERATORS AND TENDERS – METAL AND PLASTIC

Numerical-Control Machine-Tool Operators and Tenders set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutters to machine parts to specification when automatic programming is faulty or if machine malfunctions.

**OES#915020**

**15 Respondents Representing 214 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	20	20	a
If Required or Preferred: Is Experience in other occupations accepted?	55		45	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	33	47	20	

a-Average experience required for employment is 16 months.

b-Other occupational experience named by employers includes an average of 15 months as a machine operator or working in a machine shop.

c-Types of training named by employers include an average of 20 months in a vocational program with CNC training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 22% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of 7% annually. Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$12.00	\$8.20
New, experienced	\$7.00-\$12.00	\$9.13
3 years with firm	\$9.98-\$16.68	\$13.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	93%	0%	7%	0%	0%	0%
Dental	47%	0%	7%	0%	13%	0%
Vision	40%	0%	7%	0%	13%	0%
Life	87%	0%	7%	0%	0%	0%
Sick Leave	67%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	73%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer a 125 or Cafeteria plan.

EMPLOYING INDUSTRIES

Farm machinery and equipment
 Food products machinery
 Pumps and pumping equipment
 Packaging machinery
 Automatic venting machines
 Fluid power cylinders & actuators
 Industrial machinery

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

Many work a swing shift; some work a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	13%
Newspaper Advertisements	80%
Private Employment Agencies	33%
EDD	33%
School Program Referrals	20%
Union Hall Referrals	13%
Walk-in Applicants	20%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

GENERAL INFORMATION

⌘ **SKILLS:** set up and run one or more types of numerically controlled machine tools. Many employers require a high school education and the ability to read, write, and speak English. Employers increasingly look for persons with good communication and interpersonal skills, mechanical aptitude, manual dexterity, and experience working with machinery. (Source: adapted from OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** some employers want database and/or spreadsheet, a few want word processing. Programs mentioned were CNC, Auto-CAD and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Training in spatial orientation.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions, most to supervisor or manager. Promotional needs mentioned include interpersonal people skills and loyalty.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 20% of this workforce. 14% of the employers are union or subject to collective bargaining. Alternate job titles include machinists, machine operators and manufacturing technicians.

PHYSICAL THERAPISTS

Physical Therapists apply techniques and treatments that help relive pain, increase the patient's strength, and decrease or prevent deformity and crippling.

OES#323080

14 Respondents Representing 79 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	93%
Graduate Study	7%

All states require physical therapists to pass a licensure exam after graduating from an accredited physical therapist educational program before they can practice. (Source: OOH)

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Training & Experience % of employers response

~~~~~	% Yes	% Not Required But Preferred	% No	Notes
~~~~~				
Is Prior Experience Required in this Occupation?	86	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	31		69	c
Is Technical/Vocational Training Required?	86	0	14	

a-Average experience required for employment is 26 months.

c-Types of training named by employers includes an average of 12 months training with a physical therapist certification.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 250, small

7 year growth to 2002: +70 employees

7 year growth rate: 28%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 5.1% annually. Employer hiring to fill openings from turnover accounted for more than three-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of almost 13% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$23.00-\$23.67	\$23.34
New, experienced	\$13.42-\$25.23	\$20.00
3 years with firm	\$18.50-\$31.16	\$23.47

BENEFITS 86% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	75%	50%	17%	25%	0%	0%
Dental	67%	50%	17%	25%	0%	0%
Vision	42%	25%	17%	25%	0%	0%
Life	58%	50%	25%	25%	0%	0%
Sick Leave	83%	100%	8%	0%	0%	0%
Vacation	83%	100%	8%	0%	0%	0%
Retirement	67%	50%	25%	25%	0%	0%
Child Care	0%	0%	8%	0%	0%	0%

A few employers offer a 125 plan.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
 Offices and clinics of chiropractors
 Offices of health practitioners
 General medical & surgical hospitals
 Home health care services

WORK HOURS

Full-time	30-50 hr/wk	Almost all
Part-time	15-34 hr/wk	Some
Temporary	16-32 hr/wk	Some
Seasonal	N/A	None

A few work swing shifts and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	21%
Employee Referrals	36%
Newspaper Advertisements	71%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	21%
Union Hall Referrals	7%
Walk-in Applicants	36%
Trade Journals	36%
Internet	7%
Colleges/Universities	14%

GENERAL INFORMATION

⌘ **SKILLS:** Physical therapists should have strong interpersonal skills to successfully educate patients about their physical therapy treatments. They should also be compassionate and possess a desire to help patients. Similar traits are also needed to interact with the patient's family. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions. Most promote to senior therapist. A few promote to supervisor. Some do not promote. Promotional needs most named were time and experience.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 52% of this workforce.

RECREATIONAL THERAPISTS

Recreational Therapists plan, organize, and direct medically approved recreation programs for patients in hospitals, nursing homes or other institutions. Activities include sports, trips, dramatics, social activities, and arts and crafts.

OES#323170

16 Respondents Representing 35 Employees in Fresno County

EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	44 %
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	25%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	63	25	13	a
If Required or Preferred: Is Experience in other occupations accepted?	62		38	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	38	44	19	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes an average of 12 months in crafts and customer service.

c-Types of training named by employers includes an average of 19 months college training in an field related area, activity director and coordinator, and recreational crafts training.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

#### EMPLOYER RESPONSES

TURNOVER: 20% annually. Employer hiring to fill openings from turnover accounted for seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that there was no growth (0%) in the past year.

Almost all employers indicated that this occupation would remain stable over the next two years, a few reported that it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$6.28-\$11.03	\$8.45
New, experienced	\$6.50-\$12.95	\$8.00
3 years with firm	\$8.00-\$17.25	\$11.96

## BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	80%	0%	20%	0%	0%	0%
Dental	60%	0%	7%	0%	13%	0%
Vision	53%	0%	7%	0%	0%	0%
Life	67%	0%	7%	0%	7%	0%
Sick Leave	93%	0%	0%	0%	0%	0%
Vacation	100%	50%	0%	0%	0%	0%
Retirement	53%	0%	13%	50%	7%	0%
Child Care	7%	0%	0%	0%	0%	0%

A few employers offer short term and/or long term disability.

## EMPLOYING INDUSTRIES

Skilled nursing care facilities  
General medical & surgical hospitals  
Psychiatric hospitals  
Federal government

## WORK HOURS

Full-time	30-40 hr/wk	Almost all
Part-time	20-32 hr/wk	Few
Temporary	10-12 hr/wk	Few
Seasonal	N/A	None

A few work swing shift and weekends.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	56%
Newspaper Advertisements	88%
Private Employment Agencies	0%
EDD	19%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	6%
Internet	0%
Colleges/Universities	19%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** Recreational therapists should be comfortable working with persons who are ill or have disabilities. Therapists must be patient, tactful, and persuasive when working with people who have a variety of special needs. Ingenuity, a good sense of humor, and a strong imagination are needed to adapt activities to individual needs, and good physical coordination is necessary to demonstrate or participate in recreational events. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** many want word processing, some want desktop publishing, a few want spreadsheet.

⌘ **PROMOTIONAL OPPORTUNITIES:** many employers promote to higher level positions; an equal amount does not promote. A few transfer to different departments or to corporate offices, and a few promote to coordinator. Promotional needs most mentioned include time and performance, certification, and management skills.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 86% of this workforce. 6% of the employers are union or subject to collective bargaining. Alternate job titles include activities director, activities coordinator and activities therapist.

## SALES AGENTS – REAL ESTATE

Real Estate Sales Agents rent, buy, and sell property to clients on a commission basis. They perform duties such as studying property listings, interviewing prospective clients, accompanying clients to property sites, discussing conditions of sale, and drawing up real estate contracts.

**OES#430080**

**6 Respondents Representing 23 Employees in Fresno County**

**Note:** This survey does not cover Real Estate sales agents who are self-employed.

### EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	33 %
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	17%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	83	17	0	a
If Required or Preferred: Is Experience in other occupations accepted?	83		17	b
If Required or Preferred: Will training substitute for experience?	83		17	c
Is Technical/Vocational Training Required?	50	50	0	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes sales and P/R work.

c-Type of training named by employers was real estate licensing.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 160, small

7 year growth to 2002: +20 employees

7 year growth rate: 12.5%, faster than average

EMPLOYER RESPONSES

TURNOVER: 8.7% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 4% annually.

All employers indicated that this occupation would remain stable over the next two years.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.90-\$14.38	\$9.59
New, experienced	\$9.59-\$16.78	\$12.95
3 years with firm	\$14.38-\$28.77	\$23.49

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	0%	0%	17%	0%
Dental	50%	0%	0%	0%	17%	0%
Vision	33%	0%	0%	0%	17%	0%
Life	50%	0%	0%	0%	17%	0%
Sick Leave	83%	0%	0%	0%	17%	0%
Vacation	83%	0%	0%	0%	17%	0%
Retirement	50%	0%	0%	0%	17%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 flex plan.

EMPLOYING INDUSTRIES

Single-family housing construction
Apartment building operators
Real estate agents and managers

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	17%
Employee Referrals	50%
Newspaper Advertisements	67%
Private Employment Agencies	17%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	17%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** personality traits are equally as important as academic background. Employers look for applicants who possess a pleasant personality, honesty, and a neat appearance, Maturity, tact, and enthusiasm for the job are required in order to motivate prospective customers in this highly competitive field. Agents should also be well organized and detail oriented, as well as have a good memory for names, faces, and business details, such as taxes, zoning codes, and local land-use regulations. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** most want spreadsheet, many want word processing and/or database.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions. Some promote to management. Some do not promote. Sales experience is the most mentioned promotional need.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 39% of this workforce. Alternate job titles include property managers, property supervisors and loan officers.

SHEET METAL WORKERS

Sheet Metal Workers fabricate, assemble, install, and repair sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Their work may involve setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using a hammer; operation soldering and welding equipment to join sheet metal parts; and inspecting, assembling, and smoothing seams and joints of burred surfaces.

OES#891320

16 Respondents Representing 268 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	56	31	13	a
If Required or Preferred: Is Experience in other occupations accepted?	23		77	b
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	38	25	38	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes sheet metal working trades.

c-Average training time is 12 months. Union training was most named by employers as required for employment.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 270, small

**7 year growth to 2002:** -10 employees

**7 year growth rate:** -3.7%, slow decline

#### EMPLOYER RESPONSES

**TURNOVER:** 10.1% annually. Employer hiring to fill openings from turnover accounted for less than one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported a past growth rate of just over 15% annually.

Many employers indicated that this occupation would grow over the next two years, almost as many reported that it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.38
Union	\$5.75-\$7.83	\$7.10
New, experienced	\$5.75-\$11.00	\$9.00
Union	\$9.00-\$11.50	\$10.03
3 years with firm	\$10.00-\$16.00	\$14.00
Union	\$12.00-\$15.07	\$15.00

## BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	0%	0%	0%	0%
Dental	56%	0%	0%	0%	6%	0%
Vision	50%	0%	0%	0%	0%	0%
Life	69%	0%	0%	0%	0%	0%
Sick Leave	38%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%
Retirement	75%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer a 401K or 125 plan.

## EMPLOYING INDUSTRIES

Plumbing, heating, air-conditioning  
Roofing, siding, and sheet metal  
Sheet metalwork  
Food products machinery  
Industrial machinery

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	63%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	13%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** should be in good physical condition and have mechanical and mathematical aptitude. Good eye-hand coordination, spatial and form perception, and good manual dexterity are also important. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned CNC as an emerging technology.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions, many promote to foreman, and some promote to leadman. A few promote to supervisor or use the Union steps of apprenticeship training. Some do not promote. The most mentioned promotional needs were people skills, experience and Union training.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 0% of this workforce. 31% of the employers are union or subject to collective bargaining. Alternate job title includes installers.

## SURGICAL TECHNICIANS

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists.

**OES#329280**

**10 Respondents Representing 34 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	90%
Associate (2 year) Degree	10%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	20	60	20	a
If Required or Preferred: Is Experience in other occupations accepted?	57		43	b
If Required or Preferred: Will training substitute for experience?	38		63	c
Is Technical/Vocational Training Required?	40	10	50	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 8 months as a medical technician.

c-Types of training named by employers includes an average of 8 months as a certified surgical technician.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Not difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 70, small

7 year growth to 2002: +40 employees

7 year growth rate: 57.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 17.6% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 17% annually.

Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$11.00	\$10.00
New, experienced	\$8.00-\$15.00	\$11.00
3 years with firm	\$9.00-\$15.00	\$13.13

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	44%	20%	33%	0%	0%	0%
Dental	44%	20%	22%	0%	11%	0%
Vision	22%	20%	11%	0%	11%	0%
Life	56%	0%	11%	0%	0%	0%
Sick Leave	100%	60%	0%	0%	0%	0%
Vacation	100%	60%	0%	0%	0%	0%
Retirement	11%	0%	67%	20%	0%	0%
Child Care	0%	0%	11%	0%	0%	0%

A few employers offer educational reimbursements.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
General medical & surgical hospitals
Specialty hospitals

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	15-25 hr/wk	Many
Temporary	8-16 hr/wk	Some
Seasonal	N/A	None

Some employers have technicians on-call.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	10%
Employee Referrals	40%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	10%
Internet	0%
Colleges/Universities	0%

Other: Word of mouth and job fairs

GENERAL INFORMATION

⌘ **SKILLS:** Surgical technologists need manual dexterity to handle instruments quickly. They also must be conscientious, orderly, and emotionally stable to handle the demands of the operating room environment. Technologists must respond quickly and know procedures well so that they may have instruments ready for surgeons without having to be told. They are expected to keep abreast of new developments in the field. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Laproscopic equipment procedures.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers do not promote to higher level positions. Some do promote those with training and experience.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 82% of this workforce.

VETERINARY ASSISTANTS

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post-secondary education such as trade school or junior college.

OES#798060

21 Respondents Representing 70 Employees in Fresno County

EDUCATION required for employment

Less Than High School	14%
High School or Equivalent	76%
Associate (2 year) Degree	10%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	43	19	a
If Required or Preferred: Is Experience in other occupations accepted?	40		60	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	21	42	37	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 10 months in veterinary related animal care or nursing.

c-Types of training named by employers includes an average of 15 months technician certification, technician license or program training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 110, small

7 year growth to 2002: +10 employees

7 year growth rate: 9.1%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 34.3% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 15% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.00
New, experienced	\$5.75-\$9.07	\$7.00
3 years with firm	\$7.00-\$11.00	\$9.00

## BENEFITS 86% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	28%	8%	6%	0%
Dental	11%	0%	22%	8%	6%	0%
Vision	0%	0%	11%	8%	0%	0%
Life	0%	0%	11%	0%	0%	0%
Sick Leave	33%	0%	0%	8%	6%	0%
Vacation	67%	8%	0%	8%	6%	0%
Retirement	6%	0%	28%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K.

## EMPLOYING INDUSTRIES

Veterinary services

## WORK HOURS

Full-time	40-55 hr/wk	Almost all
Part-time	8-30 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

A few work a swing shift

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	10%
Employee Referrals	43%
Newspaper Advertisements	67%
Private Employment Agencies	5%
EDD	0%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	0%
Colleges/Universities	10%

Other: Word of Mouth

## GENERAL INFORMATION

⌘ **SKILLS:** perform tasks related to basic animal health care, such as keeping cages and examination areas sanitary, and provide basic care to laboratory animals. They also help veterinarians prepare for surgery, sterilize surgical equipment, observe recovering animals, and give medications and basic medical treatment under the directions of a veterinarian or veterinary technician. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** employers mentioned the need for a general knowledge of computers.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers do not promote to a higher level position. A few promote to technician or an office position.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 90% of this workforce. Alternate job title includes veterinary technician.

## VOCATIONAL AND EDUCATIONAL COUNSELORS

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

OES#315140

18 Respondents Representing 220 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	6%
Associate (2 year) Degree	11%
Bachelor (4 year) Degree	44%
Graduate Study	39%

### Training & Experience % of employers response

~~~~~ ~~~~~	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	17	44	39	a
If Required or Preferred: Is Experience in other occupations accepted?	82		18	b
If Required or Preferred: Will training substitute for experience?	27		73	c
Is Technical/Vocational Training Required?	22	6	72	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 19 months in teaching or social work.

c-Types of training named by employers includes an average of 10 months in field counseling or pupil personnel credentials.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 410, medium

7 year growth to 2002: +80 employees

7 year growth rate: 19.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 18.6% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.35-\$31.54	\$14.38
Union	\$13.11-\$22.29	\$14.90
New, experienced	\$7.21-\$32.33	\$17.26
Union	\$13.76-\$26.30	\$17.53
3 years with firm	\$8.00-\$33.14	\$21.86
Union	\$14.45-\$33.57	\$18.96

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	33%	0%	0%
Dental	72%	0%	17%	33%	0%	0%
Vision	72%	0%	17%	33%	0%	0%
Life	78%	33%	11%	33%	0%	0%
Sick Leave	94%	33%	6%	33%	0%	0%
Vacation	83%	33%	6%	33%	0%	0%
Retirement	11%	0%	78%	67%	0%	0%
Child Care	0%	0%	6%	0%	6%	0%

A few employers offer tuition fee waivers.

EMPLOYING INDUSTRIES

Elementary and secondary schools
Colleges and universities
Junior college
Job training and related services
Social services
State government

WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	16-20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

A few work swing shifts and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	17%
Employee Referrals	22%
Newspaper Advertisements	72%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	39%
Internet	33%
Colleges/Universities	50%

Other: Postings and word of mouth

GENERAL INFORMATION

⌘ **SKILLS:** Persons interested in counseling should have a strong interest in helping others and the ability to inspire respect, trust, and confidence. They should be able to work independently or as part of a team. Counselors follow the code of ethics associated with their respective certifications and licenses. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, some want database or spreadsheet. Programs mentioned were WORD, EXCEL and Internet E-mail.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Counseling techniques require writing and communication skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers do promote, some do not promote to higher level positions. A few promote to higher in-grade levels, director or head of counseling, principal or assistant principal. The most mentioned promotional needs include experience, education, people skills, communication skills, training and credentials.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 64% of this workforce. 39% of the employers are union or subject to collective bargaining. Alternate job titles include admissions coordinators, admission counselors, admission advisors, career counselors, guidance counselors, guidance specialists and high school counselors.

1998 OCCUPATIONS SURVEYED

FOR THE 1998 OCCUPATIONAL REPORT

A Special Message for Readers and Users

The Fresno Workforce Development Board and the State of California Employment Development Department Labor Market Information Division have made a substantial effort to ensure the accuracy of the information contained in this report. We are committed to high standards of research and to high quality labor market information for local users. However, the data is collected by survey from local employers and training providers, and no attempt is made to verify the accuracy of the data that is supplied. Labor market research is not a precise science and may be impacted by a variety of factors in a short period of time. The data must be viewed like a photograph, which captures a view of reality at a specific point in time. Therefore, the data should be used with care.

The minimum wage in effect as of March 1, 1998, is \$5.75 per hour. This report is based on that minimum wage. The data was gathered between April 15, 1998 and August 30, 1998.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state CCOIS Staff.

TERMS USED IN THIS REPORT

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including
1.50	times average
Average	.90 to but not including 1.10
	times average
Slower than average	Less than .90 times
average	
No significant change, or remain stable	Zero
Slow decline	Less than zero

We use the following terms when listing the frequency of activity in the occupation:

<u>Occasionally:</u>	Activity or condition exists up to 1/3 rd of the time.
<u>Frequently:</u>	Activity or condition exists 1/3 rd to 2/3 rd of the time.
<u>Constantly:</u>	Activity or condition exists 2/3 rd to full time.

We use the following terms to describe physical demands required in the occupation

<u>Light:</u>	Lifting 20 lbs. maximum with frequent lifting and or carrying of objects weighing up to 10 lbs. Even though the weight lifted may be only a negligible amount. A job is in this category when it requires walking or standing to a significant degree, or when it involves setting most of the times with a degree of pushing and pulling of arm and/or leg control.
<u>Medium:</u>	Lifting 50 lbs. maximum with frequent lifting and /or carrying of objects weighing up to 25 lbs.
<u>Heavy:</u>	Lifting 100 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 50 lbs.
<u>Very Heavy:</u>	Lifting objects in excess of 100 lbs. with frequent lifting of objects weighing 50 lbs. or more.

ABBREVIATIONS USED IN THIS REPORT

Ag	Agriculture
AP	Accounts Payable
AR	Accounts Receivable
CIP	Classification of Instructional Program
CNC	Computer Numerical Controlled
DMV	Department of Motor Vehicles
EPA	Environmental Protection Agency
ESOP	Employee Stock Ownership Plan
GYN	Gynecology
LAN	Local Area Network
N/A	Not Available
NP	Nurse Practitioner
OES	Occupational Employment Statistics
OTA	Occupational Therapists Assistant
PA	Physicians Assistant
PC	Personal Computer
POST	Peace Officers Standards & Training
RDA	Registered Dental Assistant
RDH	Registered Dental Hygienist
RN	Registered Nurse
WAN	Wide Area Network
WPM	Words Per Minute

ASSEMBLERS AND FABRICATORS-EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION OES # 939560

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT <u>THIS</u> <u>EDUCATION LEVEL:</u>
HIGH SCHOOL OR EQUIVALENT	100

Average vocational training time is up to 30 days. Many employers always accept training as a substitute for work experience. A few employers require a forklift operators certificate for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	77%
3 MONTHS	2%
6 MONTHS	19%
9 MONTHS	2%

Many employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	1,740, very large
7 YEAR GROWTH:	130
7 YEAR GROWTH RATE:	7.5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 4.3% annually. Employer hiring to fill openings from turnover accounted for less than half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would grow over the next three years, and many reported it would remain stable. Past growth was attributed to a good economy and an expanding international market.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
	<u>NON/UNION</u>	<u>NON/UNION</u>	<u>NON/UNION</u>
New, no experience	\$5.75/6.75	\$8.00/10.51	\$6.25/7.19
New, experienced	\$6.00/6.75	\$11.00/11.51	\$7.00/8.60
3 years with firm	\$7.48/9.18	\$15.00/13.26	\$8.00/11.75

BENEFITS

(Benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS	
	FOR FULL-TIME	FOR PART-TIME
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	87	0
VISION INSURANCE	60	0
LIFE INSURANCE	93	0
PAID SICK LEAVE	67	0
PAID VACATION	100	0
RETIREMENT PLANS	93	0
CHILD CARE	7	0

Some employers offer a 401K plan. A few offer tax benefited savings or cafeteria plans.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, and depth perception. Occasionally there may be need for stooping, kneeling, crouching, and visual acuity.

EMERGING TECHNOLOGY AND SKILLS: all employers responding to this question stated that basic computer knowledge skills would be used in the future for new computerized machines.

PROMOTIONAL OPPORTUNITIES: almost all employers promote to leadsman or supervision positions.

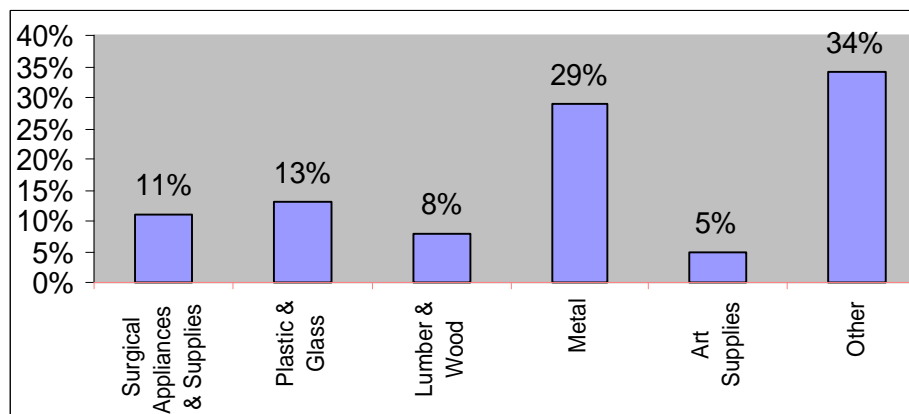
OTHER RELEVANT INFORMATION: female employees make up 35% of this workforce. 27% of employers report that they have union workers in this occupation. Other job titles include production workers and warehouse workers. A few employers desire forklift experience.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation are full-time (40hr/wk). There are a few temporary opportunities (40hr/wk), but no part time or seasonal opportunities were reported.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	29
NEWSPAPER ADVERTISEMENTS:	47
PRIVATE EMPLOYMENT AGENCIES:	81
UNSOLICITED WALK-INS:	28
IN-HOUSE PROMOTION OR TRANSFER:	28
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
PRIVATE VOCATIONAL SCHOOLS:	0
EDD:	48
UNION HALL REFERRALS:	0

EMPLOYING INDUSTRIES

DOT Codes: 709.684-XXX, 710.281-010, 710.381-010, 710.584-010, 710.684-XXX, 711.684-014, 712.684-XXX, 712.687-010, 713.384-010, 713.684-XXX
15 firms, representing 656 employees responded to the survey

AUTOMOTIVE BODY AND RELATED REPAIRERS

OES # 853050

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
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HIGH SCHOOL OR EQUIVALENT	96%
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COLLEGE BUT NO DEGREE	4%
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Average vocational training time is from 6 months to 1 year. Many employers sometimes accept training as a substitute for work experience.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	13%
8 MONTHS	55%
12 MONTHS	6%
24 MONTHS	15%
36 MONTHS	8%
48 MONTHS	2%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
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DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult
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Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking. Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	370, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	8.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 44.3% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 15% annually. Most employers indicated that this occupation would grow over the next three years, some expect it to remain stable. Past growth was attributed to a good economy and to the insurance industry's new "Direct Repair" programs.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$12.00	\$5.75
New, experienced	\$5.75	\$18.00	\$8.00
3 years with firm	\$7.25	\$23.97	\$15.00

A few employers pay incentive or commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 93%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	93	0
DENTAL INSURANCE	50	0
VISION INSURANCE	21	0
LIFE INSURANCE	36	0
PAID SICK LEAVE	29	0
PAID VACATION	86	0
RETIREMENT PLANS	29	0
CHILD CARE	0	0

Some employers offer a 401K plan.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for perception through feeling or color vision.

EMERGING TECHNOLOGY AND SKILLS: New skills were reported to be needed to meet new needs; changing EPA rules, aluminum & plastic welding, and new technology needs involving electronics and computer skills.

PROMOTIONAL OPPORTUNITIES: most employers promote to estimator or sales position.

OTHER RELEVANT INFORMATION: Female employees make up 3% of the workforce. No employers indicated that they had union employees in this occupation. Other job titles include Painters (helper, preper, scuffer), Technicians (collision, paint, body, frame), body and fender men, frame men, metal men, alignment and repairmen.

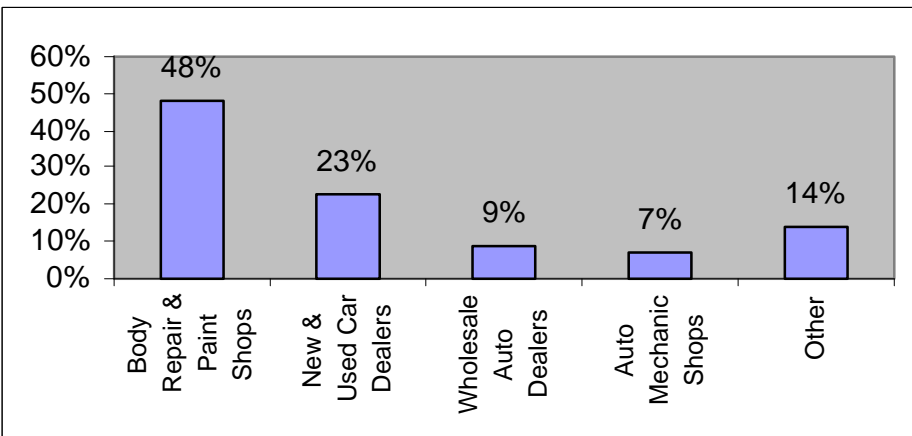
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40-50 hr/wk). There were a few part time opportunities (30 hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	32%
NEWSPAPER ADVERTISEMENTS:	73%
PRIVATE EMPLOYMENT AGENCIES:	3%
UNSOLICITED WALK-INS:	24%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Another method of recruitment that was used by many employers was recruiting through an industry Network.

EMPLOYING INDUSTRIES

DOT Codes: 620.364-010, 620.684-034, 807.267-010, 807.281-010, 807.361-010, 807.381-XXX, 845.381-018, 865.684-010
15 firms, representing 181 employees responded to this survey

AUTOMOTIVE MECHANICS

OES # 853020

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT
COLLEGE BUT NO DEGREE

50%
50%

Average vocational training time is from 6 months to 1 year. Some employers sometimes accept training as a substitute for work experience, and some employers always accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

NOT REQUIRED

30%

12 MONTHS

70%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

Difficulty finding qualified inexperienced applicants:

A little difficult

Difficulty finding qualified experienced applicants:

Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply for experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE: 1,780, very large

7 YEAR GROWTH: 230

7 YEAR GROWTH RATE: 12.9%, average

EMPLOYER RESPONSES

TURNOVER: 7.6% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would grow over the next three years, while many expect it to remain stable. Growth was attributed to aggressive advertising, increased auto sales, special maintenance needs of newer cars, and customer referrals.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$8.00	\$6.86
New, experienced	\$5.75	\$19.30	\$8.50
3 years with firm	\$8.00	\$19.50	\$12.50

A few employers pay commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 100%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0
DENTAL INSURANCE	60%	0
VISION INSURANCE	47%	0
LIFE INSURANCE	60%	0
PAID SICK LEAVE	13%	0
PAID VACATION	93%	0
RETIREMENT PLANS	60%	0
CHILD CARE	0	0

Some employers offer a 401K or profit sharing plan. A few employers offer uniforms.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for stooping, kneeling, crouching, talking, and visual acuity.

EMERGING TECHNOLOGY AND SKILLS: computer literacy skills will be needed in computer diagnostics. Other needed skills will be in math, electronics, and plastic radiator repair.

PROMOTIONAL OPPORTUNITIES: almost all employers promote to shop foreman, technician, cashier, service advisor or service writer.

OTHER RELEVANT INFORMATION: female employees make up 0% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles include technicians (master, certified, professional), mechanics (general, apprentice, journeymen), radiator repair and benchmen, installers and rebuilders.

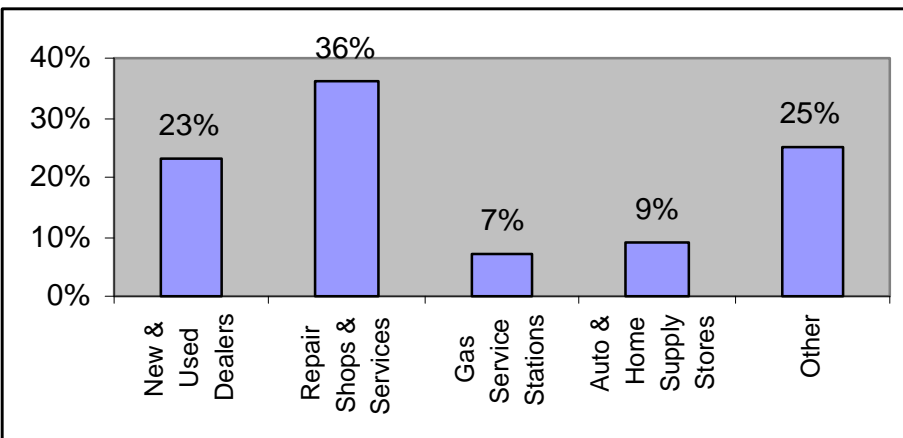
WORK PATTERNS (HOURS & SHIFTS)

All employment opportunities in this occupation were full-time (40-50 hr/wk). No temporary, part time or seasonal opportunities were reported.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	70%
NEWSPAPER ADVERTISEMENTS:	75%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	10%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by a few employers were recruiting through car dealers and industry suppliers.

EMPLOYING INDUSTRIES

DOT Codes: 620.261-XXX, 620.281-XXX, 620.381-XXX, 620.684-XXX, 625.281-022, 706.381-046, 806.361-026, 806.684-038, 807.664-010, 807.684-022, 825.381-014
15 firms, representing 166 employees responded to this survey

BAKERS-BREAD AND PASTRY

OES # 650210

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	12.5%
COLLEGE BUT NO DEGREE	87.5%

Average vocational training time is from 2 to 4 years. Many employers never accept training as a substitute for work experience, and some employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

NOT REQUIRED	93%
1 MONTH	1%
3 MONTHS	1%
12 MONTHS	4%
24 MONTHS	1%

Many employers always require work experience for employment. Some employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
--	---------------------------

DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
--	---------------------------

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	350, small
7 YEAR GROWTH:	80
7 YEAR GROWTH RATE:	22.9%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 32% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 5% annually. Most employers indicated that this occupation would remain stable over the next three years, while some expect it to grow. Past growth was attributed to more customers traveling and/or eating out, new menus and good prices.

WAGES & BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$7.00	\$6.00
New, experienced	\$5.75	\$8.06	\$6.00
3 years with firm	\$5.75	\$13.35	\$7.50

BENEFITS**% EMPLOYERS W/ BENEFITS= 58%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	55%	18%
DENTAL INSURANCE	45%	18%
VISION INSURANCE	27%	9%
LIFE INSURANCE	27%	0%
PAID SICK LEAVE	55%	36%
PAID VACATION	73%	36%
RETIREMENT PLANS	27%	18%
CHILD CARE	9%	0%

A few employers offer a profit sharing plan.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, near visual acuity and depth perception. Occasionally there may be need for finger dexterity and feeling, visual acuity and color vision.

EMERGING TECHNOLOGY AND SKILLS: employers in this survey identified no new or obsolete skills.

PROMOTIONAL OPPORTUNITIES: most employers do not promote. Some promote to supervisor, production manager or bakery manager.

OTHER RELEVANT INFORMATION: female employees make up 39% of this workforce. 5% of employers report that they have union workers in this occupation. Other job titles include pizza maker, pretzel maker, bakery clerk and pastry chef.

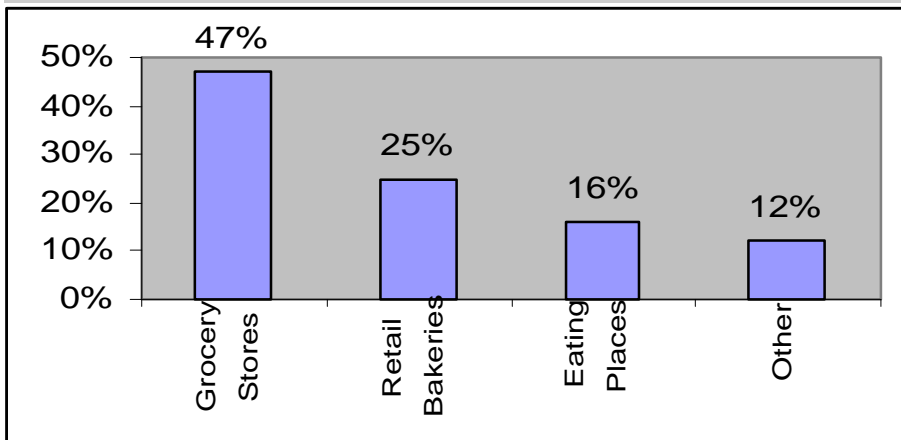
WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were part time (15-30 hr/wk). Some full time opportunities were reported (35-50 hr/wk).

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	8%
NEWSPAPER ADVERTISEMENTS:	23%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	85%
IN-HOUSE PROMOTION OR TRANSFER:	3%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	3%
EDD:	1%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by some employers were recruiting through the internet, job boards, and other bakeries.

EMPLOYING INDUSTRIES

DOT Codes: 313.361-010, 313.381-XXX,
19 firms, representing 229 employees responded to this survey

BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

OES # 553380

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. This does not include individuals whose primary duty is operating special office machines.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
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HIGH SCHOOL OR EQUIVALENT	50%
COLLEGE BUT NO DEGREE	50%

Average vocational training time is from 3 to 6 months. Many employers sometimes accept training as a substitute for work experience, and some employers never accept training as a substitute for work experience. A few employers require applicants to have Rynalds and Rynalds training (12 months).

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
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6 MONTHS	57%
12 MONTHS	7%
48 MONTHS	29%
60 MONTHS	7%

Many employers always require work experience for employment. Some employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	4,810, very large
7 YEAR GROWTH:	-70
7 YEAR GROWTH RATE:	-1.5%, slow decline

EMPLOYER RESPONSES

TURNOVER: 8.9% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Many employers indicated that this occupation would remain stable over the next three years, while some expect it to grow and a few expect it to decline. Past growth was attributed to new markets and company reorganization.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$9.59	\$7.00
New, experienced	\$5.75	\$11.99	\$8.63
3 years with firm	\$7.00	\$15.00	\$10.07

BENEFITS**% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	6%
DENTAL INSURANCE	82%	6%
VISION INSURANCE	41%	0%
LIFE INSURANCE	53%	6%
PAID SICK LEAVE	71%	12%
PAID VACATION	88%	12%
RETIREMENT PLANS	71%	6%
CHILD CARE	0%	0%

Some employers offer 401K, 125, or retirement plans. A few offer long term disability and/or a Christmas bonus.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: frequent reaching, handling and finger dexterity.

EMERGING TECHNOLOGY AND SKILLS: all employers responding to this question mentioned the need for increased computer literacy, from basic software to advanced computer programs. Paper and pen skills are becoming obsolete.

PROMOTIONAL OPPORTUNITIES: most employers don't promote. Some promote to A/P, A/R, Payroll Supervisor or Controller.

OTHER RELEVANT INFORMATION: female employees make up 92% of this workforce. No employers indicated that they had union employees in this occupation. Job titles include A/P, A/R, Data Entry, General Ledger, and Payroll clerks. Other job titles are personnel, administration, and office managers. Bookkeepers are also identified as Business and Finance employees and work as collections, billing and cash management clerks.

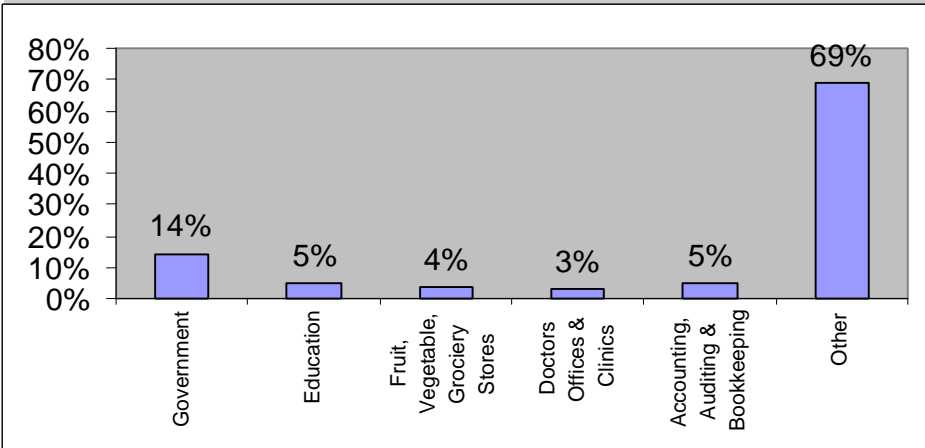
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (30-60 hr/wk). A few part-time opportunities were reported (20-27 hr/wk).

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	33%
NEWSPAPER ADVERTISEMENTS:	56%
PRIVATE EMPLOYMENT AGENCIES:	33%
UNSOLICITED WALK-INS:	22%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Other methods of recruitment that were used by some employers were recruiting through the Internet and business networks.

EMPLOYING INDUSTRIES

DOT Codes: 313.361-010, 313.381-XXX,
19 firms, representing 229 employees responded to this survey

CABINETMAKERS AND BENCH CARPENTERS

OES # 893110

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high-grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	99%
COLLEGE BUT NO DEGREE	1%

Average vocational training time is from 6 months to 1 year. Some employers sometimes accept training as a substitute for work experience, and some employers always accept training as a substitute for work experience. A few employers require forklift certification for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	46%
3 MONTHS	1%
6 MONTHS	24%
12 MONTHS	11%
24 MONTHS	12%
36 MONTHS	2%
60 MONTHS	4%

Many employers always require work experience for employment. Some employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking. Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	40
7 YEAR GROWTH RATE:	21.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 29.3% annually. Employer hiring to fill openings from turnover accounted for just under four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 7% annually. Most employers indicated that this occupation would remain stable over the next three years. Some expect it to grow and a few expect it to decline. Past growth was attributed to the expansion of home building, a good economy and aggressive marketing.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$11.75	\$6.00
New, experienced	\$5.75	\$14.73	\$7.10
3 years with firm	\$7.50	\$27.25	\$9.50

BENEFITS

% EMPLOYERS W/ BENEFITS= 63%

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	60%	0%
DENTAL INSURANCE	30%	0%
VISION INSURANCE	10%	0%
LIFE INSURANCE	20%	0%
PAID SICK LEAVE	10%	10%
PAID VACATION	90%	10%
RETIREMENT PLANS	50%	0%
CHILD CARE	0%	0%

Union employees have a union retirement plan. A few employers offer a Christmas bonus.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, and finger dexterity. Occasionally there may be need for visual acuity and color vision.

EMERGING TECHNOLOGY AND SKILLS: all employers responding to this question mentioned the need for increased computer literacy and computerized machines.

PROMOTIONAL OPPORTUNITIES: most employers promote to leadsman, journeyman, installer, foreman or supervisor.

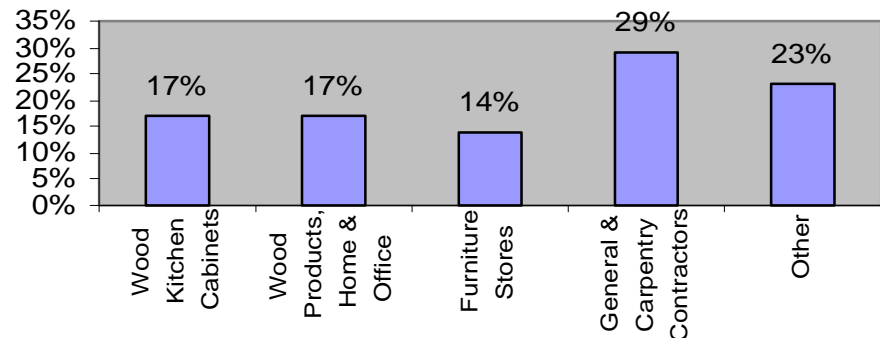
OTHER RELEVANT INFORMATION: female employees make up 1% of this workforce. 19% of employers report that they have union workers in this occupation. Other job titles are millmen (millers), machinists, stock cutters, woodworkers, assemblymen, drawers, framers and door makers.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40 hr/wk). There are a few part time positions (20-25 hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	41%
NEWSPAPER ADVERTISEMENTS:	48%
PRIVATE EMPLOYMENT AGENCIES:	34%
UNSOLICITED WALK-INS:	48%
IN-HOUSE PROMOTION OR TRANSFER:	1%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	1%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	34%
UNION HALL REFERRALS:	27%

EMPLOYING INDUSTRIES

DOT Codes: 660.280-XXX, 760.684-010
17 firms, representing 126 employees responded to this survey

COMPUTER SUPPORT SPECIALISTS

OES # 251040

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answers clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	72%
ASSOCIATE DEGREE	16%
BACHELOR DEGREE	5%

Average vocational training time is from 2 to 4 years. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	7%
6 MONTHS	2%
12 MONTHS	30%
18 MONTHS	14%
24 MONTHS	42%
36 MONTHS	2%
48 MONTHS	2%

Many employers always require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	180, small
7 YEAR GROWTH:	10
7 YEAR GROWTH RATE:	5.6%, slower than average

EMPLOYER RESPONSES

TURNOVER: 21% annually. Employer hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 39% annually. Most employers indicated that this occupation would grow over the next three years, while some expect it to remain stable. Past growth was attributed to the increased growth in technology and the increased populations using computers. Employers are moving away from mainframe computers to PC's, and the government gives grants that benefit technology, supporting the need for continued education in computer use.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$8.50/8.78	\$22.54/15.62	\$10.08/12.23
New, experienced	\$9.69/8.78	\$23.97/18.50	\$13.19/13.17
3 years with firm	\$11.41/11.20	\$26.37/20.43	\$15.00/14.41

BENEFITS**% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	13%
DENTAL INSURANCE	94%	6%
VISION INSURANCE	88%	6%
LIFE INSURANCE	94%	13%
PAID SICK LEAVE	100%	13%
PAID VACATION	100%	13%
RETIREMENT PLANS	100%	19%
CHILD CARE	6%	0%

A few employers offer full time employees long term disability insurance.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, and finger dexterity. Occasionally there may be need for visual acuity and color vision.

EMERGING TECHNOLOGY AND SKILLS: employers mentioned the need for Intranet and Internet network comprehension (WAN & LAN). Specialists should be current with changes in technology and system management. Employers identified COBAL, DOS and OS-2 as obsolete, as well as those with only terminal skills.

PROMOTIONAL OPPORTUNITIES: employers responding promote to programmers, analysts, data processing and network system assistants or specialists. Supervision openings were identified as technical support managers, department managers and department supervisors.

OTHER RELEVANT INFORMATION: female employees make up 19% of this workforce. 50% of employers report that they have union workers in this occupation. Job titles are specialists and technicians: microcomputer, computer systems, Network support, technical support, information system and information technology. Other titles are Network and LAN administrators, systems programmers, software support specialists and technical service coordinators.

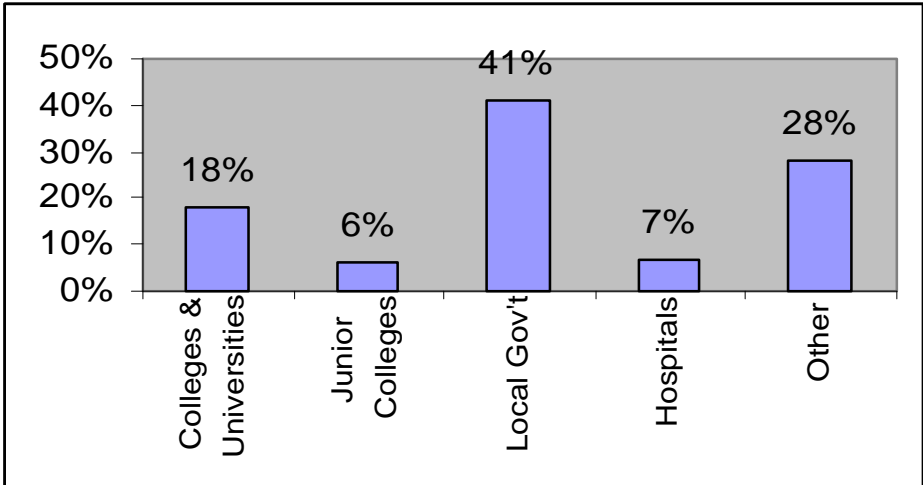
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (37-40hr/wk). A few employment positions were part time (11-20 hr/wk).

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	12%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	5%
UNSOLICITED WALK-INS:	5%
IN-HOUSE PROMOTION OR TRANSFER:	91%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	23%
PRIVATE VOCATIONAL SCHOOLS:	7%
EDD:	5%
UNION HALL REFERRALS:	0%

Some employers recruit through job fairs, the Internet, ads in professional journals, and using their own mailing lists.

EMPLOYING INDUSTRIES

DOT Codes: 039.264-010

16 firms, representing 99 employees responded to this survey

CORRECTION OFFICERS AND JAILERS

OES # 630170

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, travelling by automobile or public transportation, and may be designated deputy guard. This occupation includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	29%
COLLEGE BUT NO DEGREE	71%

Average vocational training time is from 3 to 6 months. Many employers always accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience and an equal number sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTH	71%
12 MONTHS	29%

Most employers never require work experience for employment. Some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants. Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	280, small
7 YEAR GROWTH:	90
7 YEAR GROWTH RATE:	32.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 4% annually. Employer hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 3% annually. Most employers indicated that this occupation would grow over the next three years, while some expect it to remain stable. Past growth was attributed to increase in population, increase in crime and expanded institutional facilities.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$9.03	\$11.53	\$10.63
New, experienced	\$9.03	\$11.53	\$10.63
3 years with firm	\$10.98	\$18.16	\$14.61

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 100%

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	100%	0%
VISION INSURANCE	100%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent handling, verbal communication, hearing perception, visual acuity and field of vision. Occasionally there may be need for finger dexterity, tasting/smelling, and near and far visual acuity.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified no new or obsolete skills.

PROMOTIONAL OPPORTUNITIES: most employers promote through a progression of steps, levels 1, 2, and 3.

OTHER RELEVANT INFORMATION: female employees make up 24% of this workforce. All employers reported that they had union workers in this occupation. Other job titles are group counselors and custodial care officers. Employees must be able to work with the public.

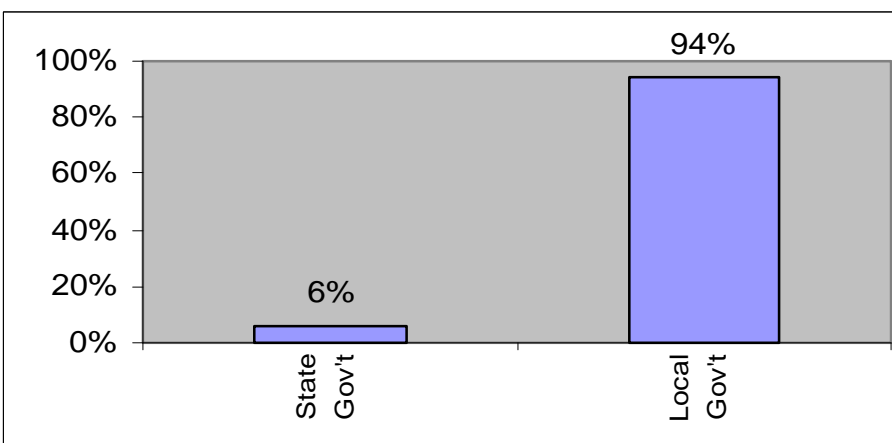
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40 hr/wk). A few employment positions were part time (30 hr/wk) or temp/on call (32 hr/wk).

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	0%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	53%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	81%
PRIVATE VOCATIONAL SCHOOLS:	81%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers hire through recruiters or the county personnel Network.

EMPLOYING INDUSTRIES

DOT Codes: 372.367-014, 372.567-014, 372.667-018, 372.677-010, 375.367-010
4 firms, representing 1098 employees responded to this survey

COURT CLERKS

OES # 537020

Court Clerks perform clerical duties in a court of law; prepare the docket of cases to be called; secure information for judges; and contact witnesses, attorneys, and litigants to obtain information for the court.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
COLLEGE BUT NO DEGREE	50%
BACHELOR DEGREE	50%

Average vocational training time is from 1 to 2 years. However, all employers surveyed stated that training is never a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
36 MONTHS	50%
48 MONTHS	50%

Most employers always require work experience for employment. Some employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: Somewhat difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

Worker supply is somewhat larger than demand for experienced applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	110, small
7 YEAR GROWTH:	10
7 YEAR GROWTH RATE:	9.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 1.5% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 3% annually. Growth is expected in this occupation over the next three years. Past growth was attributed to the increase in population, the increase in case filings, and an increase in funding.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$10.10/13.28	\$10.10/13.28	\$10.10/13.28
New, experienced	\$12.22/13.28	\$12.91/13.28	\$12.57/13.28
3 years with firm	\$16.83/13.49	\$21.08/13.49	\$18.95/13.49

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 100%

	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	67%	0%
VISION INSURANCE	67%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

Most employers offer 401K or deferred savings plans.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: frequent verbal communication and hearing perception with occasional reaching, handling, finger dexterity and near visual acuity.

EMERGING TECHNOLOGY AND SKILLS: employers mentioned the need of PC experience for word processing and new court programs (UNIX). Future employment will require strong service oriented and organizational skills.

PROMOTIONAL OPPORTUNITIES: most employers promote to divisional courtroom clerk, supervising clerk, senior legal process clerk or clerk supervisor.

OTHER RELEVANT INFORMATION: female employees make up 89% of this workforce. 33% of employers report that they have union workers in this occupation. Other job titles are deputy, chief deputy, legal process and office clerk.

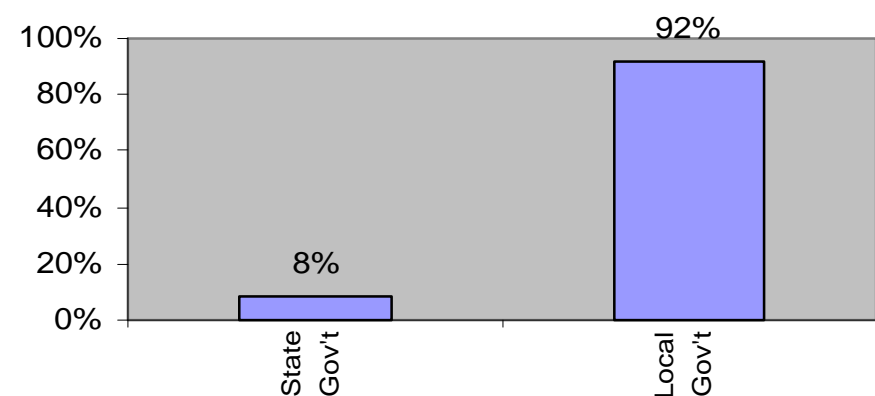
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full-time (40 hr/wk). A few employment positions were temp/on call (40 hr/wk). There were no part-time positions reported

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	50%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	100%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	50%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	50%

Some employers recruit through job postings.

EMPLOYING INDUSTRIES

DOT Codes: 243.362-010

3 firms, representing 277 employees responded to this survey

DENTAL HYGIENISTS

OES # 329080

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
ASSOCIATE DEGREE	92%
GRADUATE STUDY	8%

Average vocational training time is from 1 to 2 years. Dental Hygienists must be RDH licensed and should have field experience using anesthesia and nitrous oxide. Many employers never accept training as a substitute for work experience.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
0 MONTHS	62%
6 MONTHS	8%
12 MONTHS	8%
24 MONTHS	23%

Many employers never require work experience for employment, but most require some kind of field training such as RDA certification. Some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	340, small
7 YEAR GROWTH:	120
7 YEAR GROWTH RATE:	35.3%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 22.4% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 4% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$25.00	\$30.00	\$28.50
New, experienced	\$17.98	\$35.00	\$29.00
3 years with firm	\$21.58	\$40.00	\$31.25

Some employees pay commission in lieu of wages.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS= 82%</u>	
(Benefits offered by employers with benefits)	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	71%	7%
DENTAL INSURANCE	64%	29%
VISION INSURANCE	43%	7%
LIFE INSURANCE	0%	0%
PAID SICK LEAVE	64%	14%
PAID VACATION	71%	14%
RETIREMENT PLANS	50%	21%
CHILD CARE	0%	0%

A few employers offer a 401K plan.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger feeling and dexterity, verbal communication, hearing perception, and visual accommodation with near acuity and depth perception. Occasionally there will be need for stooping and color vision.

EMERGING TECHNOLOGY AND SKILLS: employers mentioned the need of computer skills, laser and cavitron training. Curettage and hand skills are becoming obsolete.

PROMOTIONAL OPPORTUNITIES: almost all employers don't promote. A few employers promote to administration positions, and to department heads in a group practice.

OTHER RELEVANT INFORMATION: female employees make up 100% of this workforce. 6% of employers report that they have union workers in this occupation.

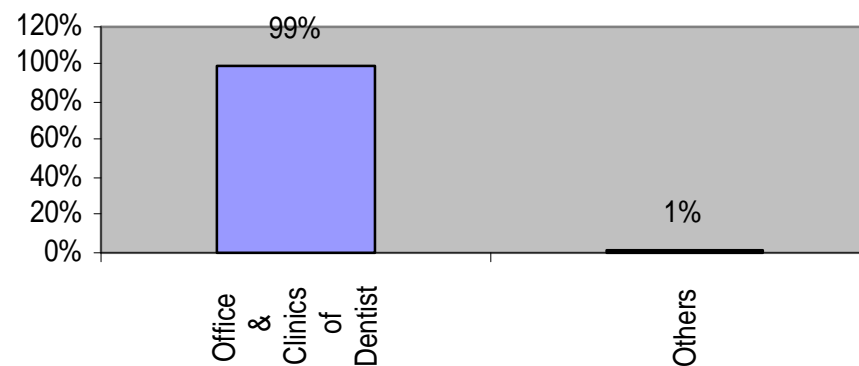
WORK PATTERNS (HOURS & SHIFTS)

Many employment opportunities in this occupation were part-time (8-36 hr/wk). Not as many employment positions were full time (28-40 hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	31%
NEWSPAPER ADVERTISEMENTS:	69%
PRIVATE EMPLOYMENT AGENCIES:	23%
UNSOLICITED WALK-INS:	8%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	8%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers recruit through a dental association Network.

EMPLOYING INDUSTRIES

DOT Codes: 078.361-010

17 firms, representing 51 employees responded to this survey

FARMWORKERS, FARM AND RANCH ANIMALS

OES # 798580

Farmworkers, Farm and Ranch Animal Workers attend to live farm or ranch animals that may include cattle, sheep, swine, goats, and poultry produced for animal products such as meat, fur, skins, feathers, milk, and eggs. Duties may include feeding, watering, herding, grazing, castrating, branding, debeaking, weighing, catching, and loading animals. May maintain records on animals; examine animals to detect diseases and injuries; assist in birth deliveries; and administer medications, vaccinations, or insecticide as appropriate. May clean and maintain housing areas. Workers may also tend dairy milking machines, shear wool from sheep. Collect eggs in hatcheries, place shoes on animals' hooves, and tend bee colonies.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

LESS THAN HIGH SCHOOL
HIGH SCHOOL OR EQUIVALENT

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

33%
67%

Average vocational training time is from 3 to 6 months. Some employers require 2-12 months of dairy or cattle training. Most employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

2 MONTHS
3 MONTHS
6 MONTHS
12 MONTHS
24 MONTHS

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

8%
8%
8%
25%
50%

Many employers usually require work experience for employment. An equal number of employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE: 80, small
7 YEAR GROWTH: 20
7 YEAR GROWTH RATE: 25%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 6.4% annually. Employer hiring to fill openings from turnover accounted for three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$9.21	\$5.75
New, experienced	\$5.75	\$9.21	\$6.39
3 years with firm	\$5.75	\$10.36	\$8.06

BENEFITS

% EMPLOYERS W/ BENEFITS=	88%
--------------------------	-----

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	67%	0%
DENTAL INSURANCE	33%	0%
VISION INSURANCE	27%	0%
LIFE INSURANCE	40%	0%
PAID SICK LEAVE	47%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	33%	0%
CHILD CARE	7%	0%

Many employers offer housing, utilities, or food as bonuses. Some employers offer yearly bonuses and/or health and safety bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: heavy lifting, frequent reaching and handling with far visual acuity, depth perception and full field of vision. Occasionally there will be need for climbing, balancing, stooping, kneeling, crouching, finger dexterity, near visual acuity and color vision.

EMERGING TECHNOLOGY AND SKILLS: employers mentioned the need for modern computer and automated equipment skills. Future workers should have knowledge of animal husbandry, agricultural environmental issues and management ability.

PROMOTIONAL OPPORTUNITIES: many employers promote to assistant or lead herdsperson, supervisory or foreman positions.

OTHER RELEVANT INFORMATION: female employees make up 2% of this workforce. 6% of employers report that they have union workers in this occupation. Other job titles are feeders, milkers, dairy workers, herdsmen, sheepherders, and cowboys.

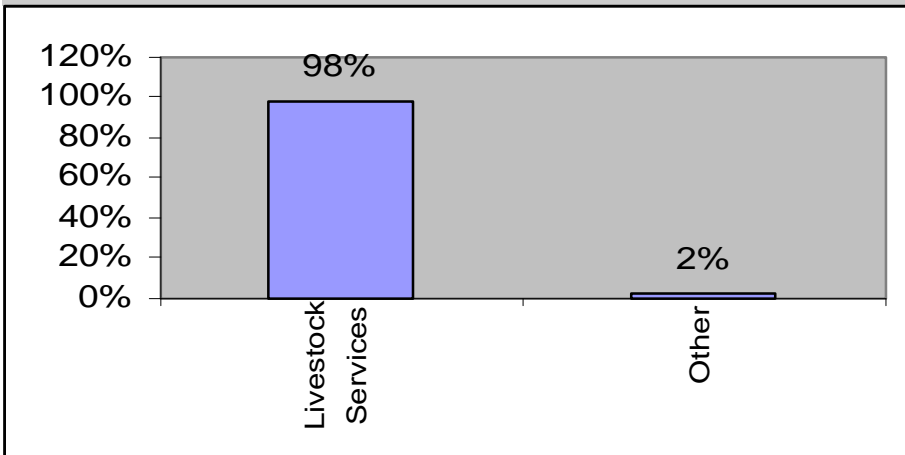
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (40-60 hr/wk). A few employment positions were part time (10-30 hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	67%
NEWSPAPER ADVERTISEMENTS:	4%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	79%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Some employers recruit through word of mouth and other employers.

EMPLOYING INDUSTRIES

DOT Codes: 410.664-010, 410.684-010, 421.683-010, 421.687-010, 411.584-010

17 firms, representing 288 employees responded to this survey

GUARDS AND WATCH GUARDS

OES # 630470

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

LESS THAN HIGH SCHOOL	1%
HIGH SCHOOL OR EQUIVALENT	95%
COLLEGE BUT NO DEGREE	5%

Average vocational training time is from 30 days to 3 months. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	31%
1 MONTH	2%
3 MONTHS	31%
4 MONTHS	19%
9 MONTHS	17%

Many employers never require work experience for employment. Some employers sometimes require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	1910, very large
7 YEAR GROWTH:	440
7 YEAR GROWTH RATE:	23%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 31% annually. Employer hiring to fill openings from turnover accounted for just under one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 12% annually. Most employers indicated that this occupation would grow over the next three years. Some employers expect it to remain stable. Past growth was attributed to customer referrals, increased marketing and new company growth.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.75	\$5.75
New, experienced	\$5.75	\$10.79	\$6.00
3 years with firm	\$5.75	\$11.93	\$7.25

BENEFITS**% EMPLOYERS W/ BENEFITS= 60%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	56%	33%
DENTAL INSURANCE	44%	33%
VISION INSURANCE	33%	33%
LIFE INSURANCE	33%	11%
PAID SICK LEAVE	22%	22%
PAID VACATION	56%	22%
RETIREMENT PLANS	22%	33%
CHILD CARE	0%	0%

A few employers offer bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, talking, hearing, near and far visual acuity and field of vision. Occasionally there will be need for finger dexterity.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified no new or obsolete skills.

PROMOTIONAL OPPORTUNITIES: most employers promote to sergeant, patrol officer/driver, supervisor, or school community liaison.

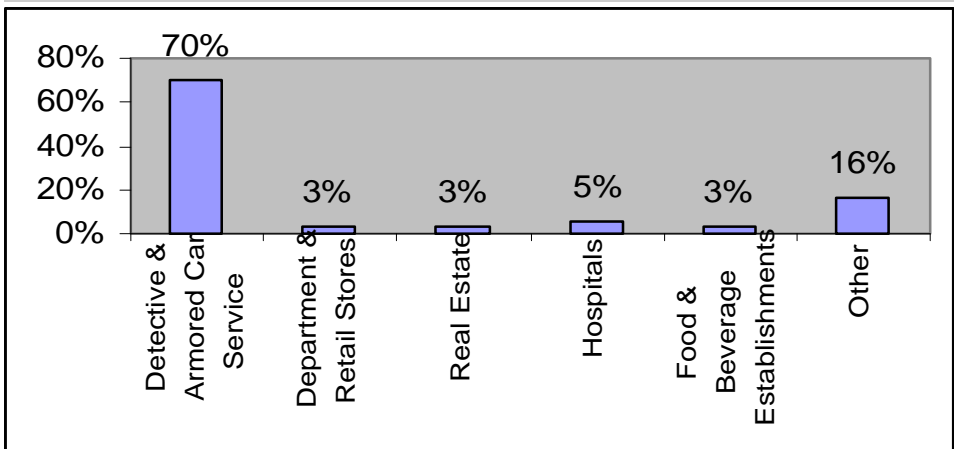
OTHER RELEVANT INFORMATION: female employees make up 14% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles are security officers, campus monitors and student safety assistants.

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (40hr/wk). Some employment positions were part time (12-32 hr/wk) and a few were seasonal (10hr/wk).

Recruitment**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	15%
NEWSPAPER ADVERTISEMENTS:	63%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	33%
IN-HOUSE PROMOTION OR TRANSFER:	20%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	4%
PRIVATE VOCATIONAL SCHOOLS:	41%
EDD:	50%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES

DOT Codes: 372.563-010, 372.567-010, 372.667-XXX, 376.667-010, 379.667-010
15 firms, representing 765 employees responded to this survey

HOTEL DESK CLERKS

OES # 538080

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	74%
COLLEGE BUT NO DEGREE	26%

Average vocational training time is from 3 to 6 months. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	59%
3 MONTHS	24%
6 MONTHS	12%
12 MONTHS	6%

Many employers never require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.
Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	15.8%, faster than average

EMPLOYER RESPONSES

TURNOVER: 32.6% annually. Employer hiring to fill openings from turnover accounted for just over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 3% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$7.00	\$5.95
New, experienced	\$5.75	\$8.00	\$6.25
3 years with firm	\$5.75	\$9.00	\$7.00

BENEFITS**% EMPLOYERS W/ BENEFITS= 82%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	64%	0%
DENTAL INSURANCE	50%	0%
VISION INSURANCE	50%	0%
LIFE INSURANCE	50%	0%
PAID SICK LEAVE	21%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	14%	0%
CHILD CARE	0%	0%

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent finger dexterity, talking, hearing and near visual acuity. Occasionally there will be need for reaching and handling.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the growing need for computer skills, marketing, accounting, and Internet/Online. Computer literacy is all part of tomorrow's new technology. The old manual methods are becoming obsolete.

PROMOTIONAL OPPORTUNITIES: many employers promote to various supervision positions- manager, assistant manager, front desk, office or reservations manager.

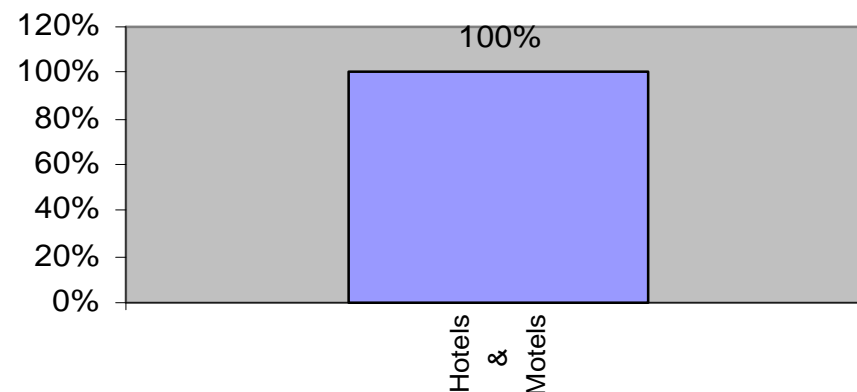
OTHER RELEVANT INFORMATION: female employees make up 68% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are front desk agents, customer service representatives and guest service agents and representatives.

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (35-40hr/wk). Some employment positions were part time (16-32 hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	53%
NEWSPAPER ADVERTISEMENTS:	68%
PRIVATE EMPLOYMENT AGENCIES:	12%
UNSOLICITED WALK-INS:	62%
IN-HOUSE PROMOTION OR TRANSFER:	35%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	12%
PRIVATE VOCATIONAL SCHOOLS:	9%
EDD:	6%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES

DOT Codes: 238.367-038

17 firms, representing 98 employees responded to this survey

INSURANCE CLAIMS CLERKS

OES # 533110

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with their insurance carrier.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	50%
ASSOCIATE DEGREE	33%
BACHELOR DEGREE	17%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few medical related employers require 9-24 months of medical training or Licensed Vocational Nurse certification.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

12 MONTHS	83%
36 MONTHS	17%

Many employers always require work experience for employment. Some employers usually require work experience for employment and some never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	220, small
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	22.7%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 8.3% annually. All hiring during the last 12 months was to fill openings from turnover.

GROWTH: Almost all employers reported that Fresno County employment in this occupation remained stable throughout last year. Many employers indicated that this occupation would continue to remain stable over the next three years. Some employers expect it to grow, while somewhat less expect it to decline.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.90	\$12.66	\$8.83
New, experienced	\$7.48	\$14.38	\$10.00
3 years with firm	\$8.14	\$17.26	\$11.00

BENEFITS**% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	87%	0%
VISION INSURANCE	73%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	93%	0%
CHILD CARE	7%	0%

Some employers offer 401K, cafeteria plan, profit sharing, or flexible comp time. Raises or bonuses are usually cost of living or by merit.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, tasting/smelling and near visual acuity.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the growing need for continuing education in the latest computer skills and software programs. Employees should be familiar with E-mail and telecommunications. Data entry is now done on computer. Some employers in this occupation reported that modern computer technology might make old skills obsolete, such as driving to work, using a typewriter, or paper and pen data entry.

PROMOTIONAL OPPORTUNITIES: almost all employers promote to admin assistant, billing or data input clerks, team leader, examiner, field specialist, claims service assistant, representative or adjuster.

OTHER RELEVANT INFORMATION: female employees make up 67% of this workforce. 7% of employers report that they have union workers in this occupation. Other job titles are billing clerks, workers comp coordinators, account specialists, admin support assistants, claims assistants/adjusters/representatives/processors and intake and accounts receivables.

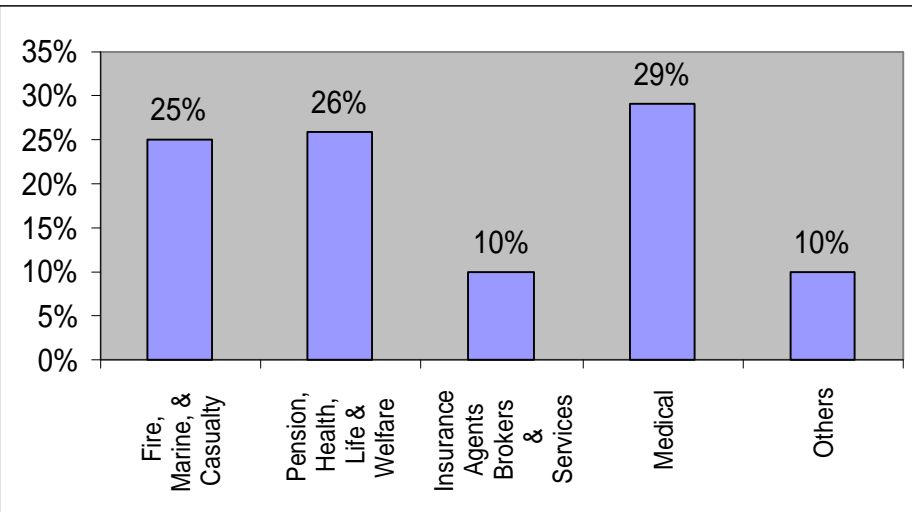
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (37-40hr/wk). A few employment positions were part time (10 hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	17%
NEWSPAPER ADVERTISEMENTS:	67%
PRIVATE EMPLOYMENT AGENCIES:	33%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	17%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	83%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through word of mouth, federal register, or job fairs.

EMPLOYING INDUSTRIES

DOT Codes: 205.367-018, 241.362-010
15 firms, representing 144 employees responded to this survey

LOAN AND CREDIT CLERKS

OES # 531210

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Does not include Loan Interviewers.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
LESS THAN HIGH SCHOOL	4%
HIGH SCHOOL OR EQUIVALENT	44%
COLLEGE BUT NO DEGREE	40%
BACHELOR DEGREE	12%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few employers require 6-12 months of lending/credit processing training and/or typing at 45 WPM.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
0 MONTHS	4%
6 MONTHS	32%
12 MONTHS	48%
24 MONTHS	4%
36 MONTHS	12%

Many employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Somewhat difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	550, medium
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	5.5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 8.9% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 15.8% annually. Most employers indicated that this occupation would remain stable over the next three years. Some employers expect it to grow. Past growth was attributed to promotions, advertising and good interest rates.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$16.78	\$8.63
New, experienced	\$5.75	\$19.18	\$8.99
3 years with firm	\$6.00	\$23.75	\$11.99

BENEFITS**% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	81%	6%
DENTAL INSURANCE	69%	6%
VISION INSURANCE	56%	6%
LIFE INSURANCE	69%	6%
PAID SICK LEAVE	88%	6%
PAID VACATION	94%	6%
RETIREMENT PLANS	88%	6%
CHILD CARE	0%	0%

Many employers offer pretax 401K, 125, flexible spending and cafeteria plans. ESOP or stock options may also be available. A few employers offer bonuses dependent upon business profits or market demand.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: constant near visual acuity with frequent reaching, handling, finger dexterity, talking, listening, and visual accommodation.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need for knowledge of updated computer skills and financial software programs. Employees should be familiar with Network and Web pages, and the ability to work with people.

PROMOTIONAL OPPORTUNITIES: almost all employers promote to loan officer, loan processor, loan underwriter or finance service officer. Senior positions may be open to branch, credit or office management.

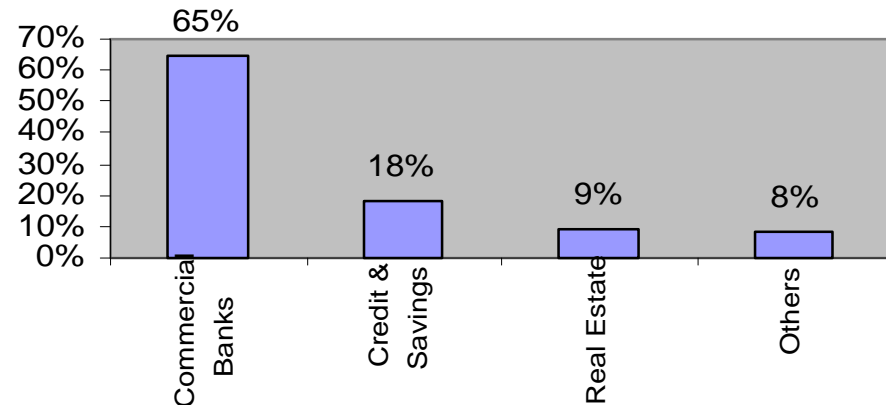
OTHER RELEVANT INFORMATION: female employees make up 82% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are loan document processors and specialists, financial service and loan consultants, loan counselors, processors and officers, rental and leasing agents, and credit application analysts and processors.

WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (40hr/wk). A few employment positions were part time (20-30hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	68%
NEWSPAPER ADVERTISEMENTS:	84%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	12%
IN-HOUSE PROMOTION OR TRANSFER:	56%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	16%
PRIVATE VOCATIONAL SCHOOLS:	12%
EDD:	12%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES

DOT Codes: 205.367-022, 219.362-038, 219.367-046, 249.362-XXX
16 firms, representing 117 employees responded to this survey

MACHINISTS

OES # 891080

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	96%
COLLEGE BUT NO DEGREE	4%

Average vocational training time is from 2 to 4 years. Many employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. A few employers require applicants to have training in a computer numerical controlled machine class before employment (about 3 months).

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
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0 MONTHS	28%
6 MONTHS	2%
12 MONTHS	24%
24 MONTHS	42%
36 MONTHS	4%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
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DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult
--	---------------------------

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	540, medium
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	9.3%, slower than average

EMPLOYER RESPONSES

TURNOVER: 15.2% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 13% annually. Many employers indicated that this occupation would grow over the next three years. Almost as many employers expect it to remain stable. Past growth was attributed to growing markets, growing industries and new product lines.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.75/NA	\$9.00/NA	\$7.00/NA
New, experienced	\$7.00/6.00	\$12.00/16.94	\$8.00/12.94
3 years with firm	\$8.00/8.50	\$15.00/16.94	\$12.50/14.06

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 100%

	<u>FOR FULL-TIME</u> <u>EMPLOYEES</u>	<u>FOR PART-TIME</u> <u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	73%	0%
VISION INSURANCE	40%	0%
LIFE INSURANCE	87%	0%
PAID SICK LEAVE	60%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	87%	0%
CHILD CARE	13%	0%

Many employers offer pretax 401K and 125K savings plans. ESOP, stock options or child/senior care may also be available. A few employers give bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with frequent reaching, handling, finger dexterity, near visual acuity and depth perception. Occasionally there may be need for stooping, feeling, listening, visual accommodation and color vision.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need for computer knowledge in order to run new computer numerical controlled automated machines and modern computerized tools.

PROMOTIONAL OPPORTUNITIES: most employers promote to computer numerical controlled operator, leadman, or shop supervisor.

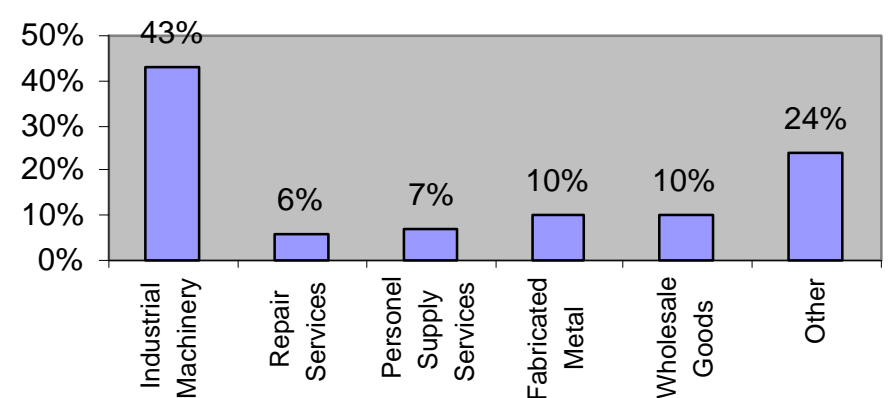
OTHER RELEVANT INFORMATION: female employees make up 10% of this workforce. 27% of employers report that they have union workers in this occupation. Other job titles are fabricators, journeymen and general, regular, and CNC machinists.

WORK PATTERNS (HOURS & SHIFTS)

All employment opportunities in this occupation were full time (38-50hr/wk).

Recruitment**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	29%
NEWSPAPER ADVERTISEMENTS:	88%
PRIVATE EMPLOYMENT AGENCIES:	35%
UNSOLICITED WALK-INS:	4%
IN-HOUSE PROMOTION OR TRANSFER:	4%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	24%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	24%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES

DOT Codes: 600.260-XXX, 600.280-XXX, 600.281-010, 600.380-010, 693.261-022, 714.281-018
15 firms, representing 341 employees responded to this survey

NURSE PRACTITIONERS

OES # 075264999

Nurse Practitioners provide general medical care and treatment to patients in medical facility, such as clinic, health center, or public health agency, under the direction of a physician.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
--	---

COLLEGE BUT NO DEGREE	9%
ASSOCIATE DEGREE	22%
BACHELOR DEGREE	26%
GRADUATE STUDY	43%

Most employers sometimes accept training as a substitute for work experience. Some employers never accept training as a substitute for work experience. Most employers require a NP or PA state license. A few employers will hire applicants for internship that have a two-year medical degree, accelerated training and/or RN credentials.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

2 MONTHS	4%
9 MONTHS	22%
12 MONTHS	35%
24 MONTHS	17%
36 MONTHS	13%
48 MONTHS	4%
60 MONTHS	4%

Many employers always require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
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DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
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Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

PROJECTIONS & TURNOVER

EDD PROJECTIONS

1995 SIZE:	N/A
7 YEAR GROWTH:	N/A
7 YEAR GROWTH RATE:	N/A

EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 21% annually. Almost all employers indicated that this occupation would grow over the next three years. Past growth was attributed to increased service needs in hospitals, home care, changes in insurance and HMO's.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$12.95	\$30.00	\$24.49
New, experienced	\$16.78	\$40.76	\$28.38
3 years with firm	\$19.18	\$47.95	\$31.58

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS= 89%

	<u>FOR FULL-TIME EMPLOYEES</u>	<u>FOR PART-TIME EMPLOYEES</u>
MEDICAL INSURANCE	100%	6%
DENTAL INSURANCE	75%	6%
VISION INSURANCE	63%	6%
LIFE INSURANCE	69%	13%
PAID SICK LEAVE	100%	6%
PAID VACATION	100%	6%
RETIREMENT PLANS	75%	13%
CHILD CARE	6%	0%

Some employers offer cafeteria plans, 401K, malpractice insurance, yearly bonuses or incentive bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: **EMERGING TECHNOLOGY AND SKILLS:** employers for this occupation identified the need for computer skills in surgical and exam rooms, including voice software dictation. Also needed are continuing education in the awareness of new drugs and GYN skills.

PROMOTIONAL OPPORTUNITIES: most employers don't promote. Some promote to certified directors or supervisors.

OTHER RELEVANT INFORMATION: female employees make up 93% of this workforce. 6% of employers report that they have union workers in this occupation. Other job titles are Medical Assistants and Nurse Midwives.

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (34-40hr/wk). Some were part time (12-32hr/wk). And a few were Temp/On call (10-20hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	52%
NEWSPAPER ADVERTISEMENTS:	39%
PRIVATE EMPLOYMENT AGENCIES:	17%
UNSOLICITED WALK-INS:	61%
IN-HOUSE PROMOTION OR TRANSFER:	9%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	17%
PRIVATE VOCATIONAL SCHOOLS:	17%
EDD:	0%
UNION HALL REFERRALS:	0%

Some employers recruit through word of mouth and NP journals.

EMPLOYING INDUSTRIES**INFORMATION**

N/A

DOT Codes: 075.264-010

18 firms, representing 82 employees responded to this survey

OCCUPATIONAL THERAPY ASSISTANTS AND AIDES

OES # 660210

Occupational Therapy Assistants and Aides assist Occupational Therapists in administering medically oriented occupational program to assist in rehabilitating patients in hospitals and similar institutions.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	21%
ASSOCIATE DEGREE	57%
BACHELOR DEGREE	14%

Average vocational training time is from 6 months to 1 year. Most employers sometimes accept training as a substitute for work experience. Almost all employers require OTA certification, OTA training, rehab field training or exercise physiology training.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	21%
6 MONTHS	57%
12 MONTHS	14%
24 MONTHS	7%

Many employers sometimes require work experience for employment. Some employers usually require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	N/A
7 YEAR GROWTH:	N/A
7 YEAR GROWTH RATE:	N/A

EMPLOYER RESPONSES

TURNOVER: 16.7% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 13% annually. Most employers indicated this occupation would grow over the next three years. Past growth was attributed to increased needs, good service and reputation.

Wages & Fringe Benefits

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$6.00	\$22.00	\$7.75
New, experienced	\$7.00	\$31.00	\$9.00
3 years with firm	\$8.00	\$29.00	\$11.00

BENEFITS

% EMPLOYERS W/ BENEFITS=	91%
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(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	90%	10%
DENTAL INSURANCE	90%	10%
VISION INSURANCE	80%	10%
LIFE INSURANCE	80%	10%
PAID SICK LEAVE	80%	10%
PAID VACATION	80%	10%
RETIREMENT PLANS	70%	10%
CHILD CARE	20%	0%

Some employers offer stock options and/or 401K plans. A few employers offer commissions.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: medium lifting with constant visual needs; far visual acuity, depth perception, visual accommodation, color vision, and field of vision. Frequent needs could be reaching, handling, finger dexterity, talking, listening and near visual acuity. There may be occasional need for stooping, kneeling or crouching.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need for computer literacy in billing, payments, documentation, and data entry. Also mentioned were new therapy training and part time nursing.

PROMOTIONAL OPPORTUNITIES: most employers promote to Occupational Therapists and Physical Therapists with certification and training.

OTHER RELEVANT INFORMATION: female employees make up 67% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles are Rehab aides and technicians, Physical Therapy Aids or Tech Partners.

WORK PATTERNS (HOURS & SHIFTS)

Many employment opportunities in this occupation were full time (40hr/wk). A few were part time (15-40hr/wk). And some were Temp/On call (8-20hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	79%
NEWSPAPER ADVERTISEMENTS:	64%
PRIVATE EMPLOYMENT AGENCIES:	21%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	43%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	50%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through the Internet, trade papers, and OTA associations.

EMPLOYING INDUSTRIES**INFORMATION**

N/A

DOT Codes: 076.364-010, 355.377-010 11 firms, representing 54 employees responded to this survey

PARALEGAL PERSONNEL

OES # 283050

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and /or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	25%
COLLEGE BUT NO DEGREE	17%
ASSOCIATE DEGREE	42%
BACHELOR DEGREE	17%

Average vocational training time is from 2 to 4 years. Many employers sometimes accept training as a substitute for work experience. Almost as many never accept training as a substitute for work experience. All employers require Paralegal certification or legal training for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
6 MONTHS	17%
12 MONTHS	50%
36 MONTHS	17%
60 MONTHS	17%

Many employers usually require work experience for employment. Some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.
Employer demand is somewhat greater than the supply of experienced applicants.
Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	130, small
7 YEAR GROWTH:	30
7 YEAR GROWTH RATE:	23.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 8.6% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 12% annually. Most employers indicated that this occupation would remain stable over the next three years, some expect it to grow. Past growth was attributed to increased demand from new clients.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$10.00	\$14.93	\$12.11
New, experienced	\$9.59	\$20.00	\$14.47
3 years with firm	\$13.43	\$22.38	\$16.69

BENEFITS**% EMPLOYERS W/ BENEFITS= 94%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	94%	6%
DENTAL INSURANCE	59%	0%
VISION INSURANCE	47%	0%
LIFE INSURANCE	76%	12%
PAID SICK LEAVE	94%	6%
PAID VACATION	94%	6%
RETIREMENT PLANS	82%	0%
CHILD CARE	0%	0%

Many employers offer pretax 401K, 125, and profit sharing plans. Some offer yearly or seasonal bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need of computer skills for new legal software with voice recognition, summations program updates and Internet research. Paper law books and dictation are obsolete.

PROMOTIONAL OPPORTUNITIES: there were no promotional opportunities identified by employers in this occupation.

OTHER RELEVANT INFORMATION: female employees make up 86% of this workforce. No employers indicated that they had union employees in this occupation. A few employers identified paralegal personnel as administrative assistants.

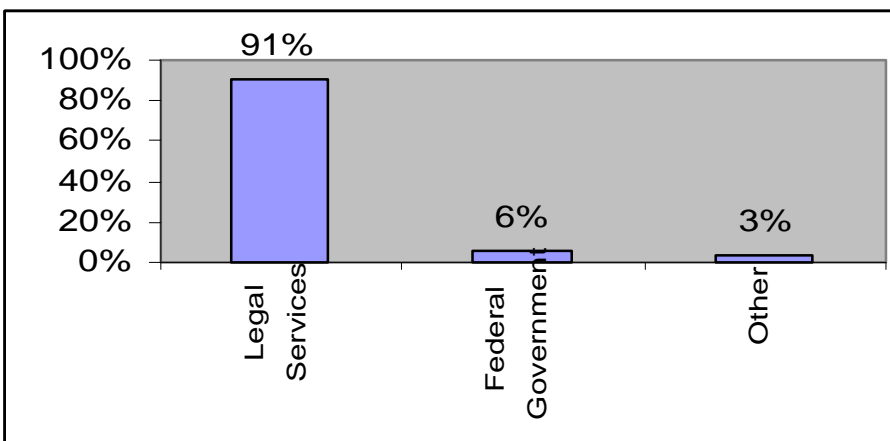
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (30-45hr/wk). A few were part time (20-30hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	75%
NEWSPAPER ADVERTISEMENTS:	42%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	17%
PRIVATE VOCATIONAL SCHOOLS:	17%
EDD:	0%
UNION HALL REFERRALS:	0%

A few employers recruit through Fresno Bar bulletins.

EMPLOYING INDUSTRIES

DOT Codes: 199.267-XXX

18 firms, representing 65 employees responded to this survey

PEST CONTROLLERS AND ASSISTANTS

OES # 670080

Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gasses and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

HIGH SCHOOL OR EQUIVALENT
SOME COLLEGE, NO DEGREE

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

96
4

Vocational training time is from 3 to 6 months. Most employers never accept training as a substitute for work experience. Some employers require an applicator license, field rep. license, entomology degree or equivalent.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

NOT REQUIRED
1 MONTH
6 MONTHS

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

92%
6%
2%

Almost all employers never allow training to substitute for work experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	190, small
7 YEAR GROWTH:	40
7 YEAR GROWTH RATE:	21.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 30.4% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 10% annually. Many employers indicated that this occupation would grow over the next three years, almost as many believe it will remain stable. Past growth was attributed to aggressive marketing, a growing economy and honesty in business.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	5.75	8.63	6.90
New, experienced	6.00	23.01	8.34
3 years with firm	8.25	36.82	10.72

BENEFITS

(Benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 89%

	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	88	0
DENTAL INSURANCE	56	0
VISION INSURANCE	31	0
LIFE INSURANCE	38	0
PAID SICK LEAVE	63	0
PAID VACATION	88	0
RETIREMENT PLANS	31	0
CHILD CARE	0	0

Some employers offer 401K, stock options or long term disability. A few employers offer production bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: heavy lifting with frequent stooping, kneeling, crouching, crawling, reaching, handling, and finger dexterity. Occasionally there will be need for climbing, balancing, talking, hearing perception, and near-vision acuity.

EMERGING TECHNOLOGY AND SKILLS mentioned by employers indicate a changing industry. The new IPM (Integrated Pest Management) requires elimination of the old powder baits, liquid poisons, and chemical controls. Changes include new application techniques and knowledge of controlling without the old chemicals and less baiting. A few employers desire computer skills.

PROMOTIONAL OPPORTUNITIES: most employers promote to inspector or supervisor, a few have promoted to service manager or office manager.

OTHER RELEVANT INFORMATION: female employees make up 1% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles include pest and service technicians, inspectors, field technicians, fumigators, exterminators, and applicators. A clean DMV is desirable.

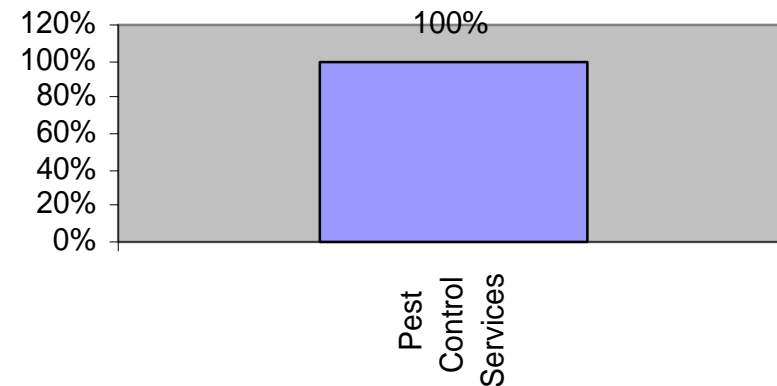
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation are full-time (40-45hr/wk). There are a few part time opportunities (15-20hr/wk) in the county.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	76
NEWSPAPER ADVERTISEMENTS:	73
PRIVATE EMPLOYMENT AGENCIES:	8
UNSOLICITED WALK-INS:	10
IN-HOUSE PROMOTION OR TRANSFER:	4
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
PRIVATE VOCATIONAL SCHOOLS:	0
EDD:	0
UNION HALL REFERRALS:	0

Some employers report using their pest control industry network for recruitment.

EMPLOYING INDUSTRIES

DOT Codes: 379.687-014, 383.361-010, 383.364-010, 383.684-010, 383.687-010, 389.687-010
18 firms, representing 127 employees responded to the survey

PURCHASING AGENTS AND BUYERS, FARM PRODUCTS

OES # 213050

Farm Products Purchasing Agents and Buyers purchase farm products either for further processing or resale.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
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COLLEGE BUT NO DEGREE	67%
ASSOCIATE DEGREE	17%
BACHELOR DEGREE	17%

Average vocational training time is from 2 to 4 years. Many employers never accept training as a substitute for work experience. Some employers sometimes accept training as a substitute for work experience. Some employers require a formal education in Ag science, a 4yr degree in an Ag related subject, a merchandising degree, or equivalent training.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

0 MONTHS	50%
24 MONTHS	17%
30 MONTHS	17%
48 MONTHS	17%

Most employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
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DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
---	--------------------

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	90, small
7 YEAR GROWTH:	0
7 YEAR GROWTH RATE:	0%, remained stable

EMPLOYER RESPONSES

TURNOVER: 8.3% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 4% annually. Many employers indicated that this occupation would remain stable over the next three years, not as many expect it to grow.

AGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$9.78	\$11.99	\$10.48
New, experienced	\$5.75	\$23.44	\$14.62
3 years with firm	\$9.59	\$35.96	\$19.18

BENEFITS**% EMPLOYERS W/ BENEFITS= 94%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	93%	0%
VISION INSURANCE	60%	0%
LIFE INSURANCE	80%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	73%	0%
CHILD CARE	0%	0%

Many employers offer 401K, profit sharing or long term disability plans. Some employers offer commissions or bonuses.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need for knowledge of global economics, meteorology, marketing and computer skills.

PROMOTIONAL OPPORTUNITIES: many employers in this occupation don't promote. Those that do promote identify the next step up is to a management position: manager, supervisor, director or head salesman.

OTHER RELEVANT INFORMATION: female employees make up 10% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles for this occupation include traders, merchants, salesmen, grower relations, or commodity brokers and buyers.

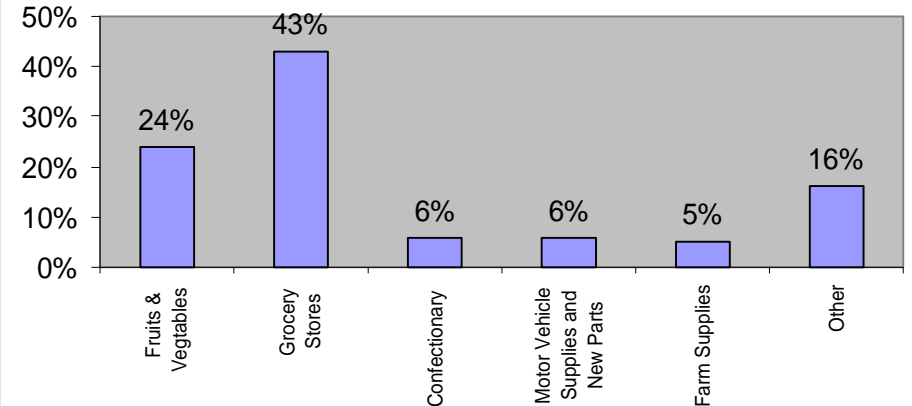
WORK PATTERNS (HOURS & SHIFTS)

Almost all employment opportunities in this occupation were full time (40-70hr/wk). A few were temp/on call (60hr/wk).

Recruitment**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	60%
NEWSPAPER ADVERTISEMENTS:	20%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	20%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	0%
UNION HALL REFERRALS:	0%

Many employers recruit through Blue Book or industry network.

EMPLOYING INDUSTRIES

DOT Codes: 162.117-XXX, 162.157-010, 162.167-XXX
16 firms, representing 50 employees responded to this survey

RECEPTIONISTS AND INFORMATION CLERKS

OES # 553050

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	76%
COLLEGE BUT NO DEGREE	12%
ASSOCIATE DEGREE	12%

Average vocational training time is from 3 to 6 months. Most employers sometimes accept training as a substitute for work experience; some never accept training as a substitute for work experience. Some employers require vocational school training in related fields (medical, finance e.g.), front office training or typing with speed and accuracy.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

0 MONTHS	12%
6 MONTHS	32%
12 MONTHS	48%
24 MONTHS	4%
36 MONTHS	4%

Many employers usually require work experience for employment; some employers always require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS: A little difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS: A little difficult

Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	2540, very large
7 YEAR GROWTH:	470
7 YEAR GROWTH RATE:	18.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 19.4% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 7.5% annually. Many employers indicated that this occupation would remain stable over the next three years, not as many expect it to grow. Past growth was attributed to a growing business economy.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.09	\$6.47
New, experienced	\$5.75	\$11.00	\$7.75
3 years with firm	\$6.00	\$12.00	\$9.35

BENEFITS**% EMPLOYERS W/ BENEFITS= 78%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	7%
DENTAL INSURANCE	79%	7%
VISION INSURANCE	50%	7%
LIFE INSURANCE	79%	7%
PAID SICK LEAVE	100%	7%
PAID VACATION	100%	7%
RETIREMENT PLANS	71%	7%
CHILD CARE	14%	0%

A few employers offer bonuses, commissions, 401K and 125 plans.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: frequent reaching, handling, talking, listening and near visual acuity. There may be occasional need for finger dexterity.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need of computer literacy skills, data entry and spreadsheets. Dictation, typewriters, and hand bookkeeping are becoming obsolete.

PROMOTIONAL OPPORTUNITIES: most employers in this occupation promote to Admin or medical assistant; office, project or district manager; accounting or unit clerk; department head or front desk supervisor; payroll, billing, or customer service.

OTHER RELEVANT INFORMATION: female employees make up 96% of this workforce. 6% of firms report that they have union workers in this occupation. Other job titles for this occupation include appointment and admission clerks, patient educators, administration assistants, secretaries, tax preparers and schedulers.

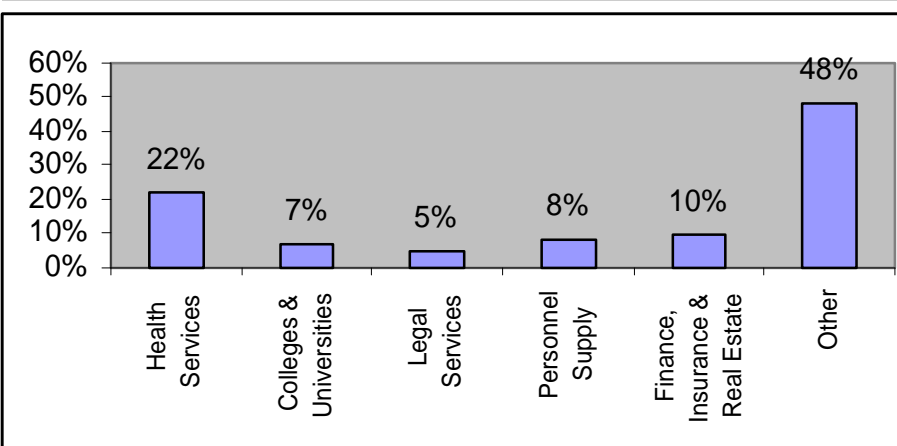
WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (40hr/wk), Some were part time (10-32hr/wk) and a few were temp/on call (16hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	80%
NEWSPAPER ADVERTISEMENTS:	72%
PRIVATE EMPLOYMENT AGENCIES:	20%
UNSOLICITED WALK-INS:	44%
IN-HOUSE PROMOTION OR TRANSFER:	28%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	12%
PRIVATE VOCATIONAL SCHOOLS:	12%
EDD:	16%
UNION HALL REFERRALS:	0%

A few employers recruit through internet postings or vocational schools.

EMPLOYING INDUSTRIES

DOT Codes: 203.362-014, 205.367-308, 237.267-XXX, 238.367-XXX, 249.262-010, 249.367-082
18 firms, representing 100 employees responded to this survey

SECRETARIES, MEDICAL

OES # 551050

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	29%
COLLEGE BUT NO DEGREE	58%
BACHELOR DEGREE	7%
GRADUATE STUDY	7%

Average vocational training time is from 1 to 2 years. Many employers sometimes accept training as a substitute for work experience; some never accept training as a substitute for work experience. Some employers require vocational school training to be occupationally certified: x-ray tech or med. assist, dental knowledge or medical receptionist training (spelling, billing, typing, 10-key).

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
0 MONTHS	22%
6 MONTHS	20%
12 MONTHS	51%
24 MONTHS	7%

Many employers always require work experience for employment; some employers usually require work experience for employment and an equal number never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Somewhat difficult

Worker supply is somewhat larger than demand for inexperienced applicants, and applicants may encounter competition in job seeking.

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	530, medium
7 YEAR GROWTH:	80
7 YEAR GROWTH RATE:	15.1%, faster than average

EMPLOYER RESPONSES

TURNOVER: 26.1% annually. Employer hiring to fill openings from turnover accounted for just under four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 6% annually. Although many employers reported that this occupation would remain stable over the next three years, an equal amount expects it to grow. Past growth was attributed to a growing patient load, more doctors, managed care programs and increased efforts to collect insurance.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$10.00	\$6.25
New, experienced	\$5.75	\$12.75	\$8.00
3 years with firm	\$7.00	\$13.50	\$10.00

BENEFITS**% EMPLOYERS W/ BENEFITS= 96%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	95%	5%
DENTAL INSURANCE	59%	5%
VISION INSURANCE	41%	9%
LIFE INSURANCE	59%	0%
PAID SICK LEAVE	86%	5%
PAID VACATION	95%	5%
RETIREMENT PLANS	68%	9%
CHILD CARE	0%	0%

Many employers offer full time workers 401K, flex plans, cafeteria plans, profit sharing plans, yearly and seasonal bonuses and stock options. A few employers offer part time workers flex plans, cafeteria plans or 401K.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: frequent reaching, handling, finger dexterity, talking, listening and near visual acuity. There may be occasional need for stooping, crouching or visual accommodation.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified the need of basic computer skills and software programs (ACCESS, MED. MGR, WINDOWS 95 and in house programs) for billing and automated claims.

PROMOTIONAL OPPORTUNITIES: most employers in this occupation promote to certified techs, dept. heads, data input, dispensers, schedulers, billing supervisors, insurance clerks, patient coordinators or facility and admin assistants.

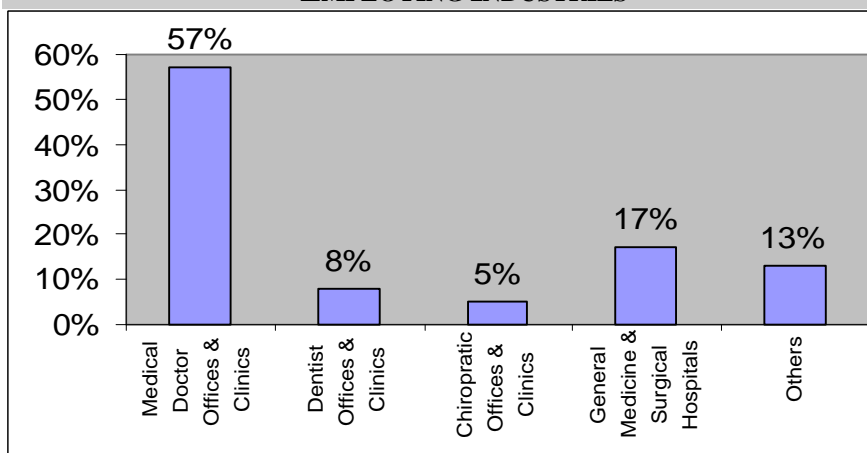
OTHER RELEVANT INFORMATION: female employees make up 93% of this workforce. No employers indicated that they had union employees in this occupation. Other job titles for this occupation include transcriptionists, schedulers, billers, receptionists, clerks, technicians, treatment coordinators, data entry and medical or admin assistants and secretaries.

WORK PATTERNS (HOURS & SHIFTS)

Most employment opportunities in this occupation were full time (35-40hr/wk), some were part time (15-30hr/wk) and a few were temp/on call (20-40hr/wk).

Recruitment**METHOD****% OF ALL POSITIONS FILLED LAST 12 MOS**

CURRENT EMPLOYEE REFERRALS:	78%
NEWSPAPER ADVERTISEMENTS:	63%
PRIVATE EMPLOYMENT AGENCIES:	19%
UNSOLICITED WALK-INS:	15%
IN-HOUSE PROMOTION OR TRANSFER:	49%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	31%
PRIVATE VOCATIONAL SCHOOLS:	10%
EDD:	0%
UNION HALL REFERRALS:	0%

EMPLOYING INDUSTRIES

DOT Codes: 201.362-014

23 firms, representing 191 employees responded to this survey

SHERIFFS AND DEPUTY SHERIFFS

OES # 630320

Sheriffs and Deputy Sheriffs enforce law and order in rural or unincorporated districts or serve legal processes of courts. They may patrol courthouse, guard court or grand jury or escort defendants.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES <u>HIRED DURING THE LAST 12 MONTHS:</u>	PERCENTAGE OF EMPLOYEES AT <u>THIS EDUCATION LEVEL:</u>
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COLLEGE BUT NO DEGREE	100%
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Average vocational training time is from 3 to 6 months. Training is always acceptable as a substitute for work experience. A valid POST certificate is required for employment.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS <u>FOR THIS OCCUPATION:</u>	EMPLOYEES HIRED AT THIS LEVEL <u>OF EXPERIENCE (LAST 12 MONTHS):</u>
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0 MONTHS	100%
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Previous work experience is not required.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
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DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
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Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	290, small
7 YEAR GROWTH:	50
7 YEAR GROWTH RATE:	17.2%, faster than average

EMPLOYER RESPONSES

TURNOVER: 2.9% annually. Employer hiring to fill openings from turnover accounted for more than one-half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% annually. Continued growth in this occupation is expected over the next three years. Past growth was attributed to increased grants.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u> <u>UNION</u>	<u>HIGH</u> <u>UNION</u>	<u>MEDIAN</u> <u>UNION</u>
New, no experience	\$17.10	\$17.10	\$17.10
New, experienced	\$17.10	\$17.10	\$17.10
3 years with firm	\$20.57	\$20.57	\$20.57

BENEFITS**% EMPLOYERS W/ BENEFITS= 100%**

(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	100%	0%
DENTAL INSURANCE	100%	0%
VISION INSURANCE	100%	0%
LIFE INSURANCE	100%	0%
PAID SICK LEAVE	100%	0%
PAID VACATION	100%	0%
RETIREMENT PLANS	100%	0%
CHILD CARE	0%	0%

WORK PATTERNS (HOURS & SHIFTS)

All employment opportunities in this occupation were full time (40hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	100%
NEWSPAPER ADVERTISEMENTS:	100%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	0%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0%
PRIVATE VOCATIONAL SCHOOLS:	10%
EDD:	100%
UNION HALL REFERRALS:	0%

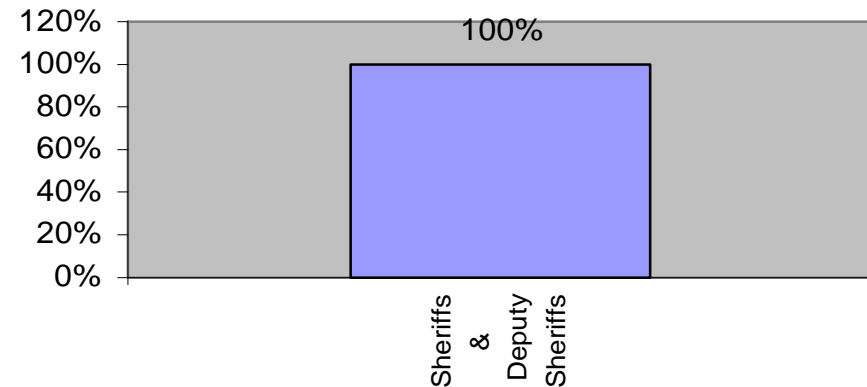
GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, talking, listening and near visual acuity. There may be occasional need for finger dexterity.

EMERGING TECHNOLOGY AND SKILLS: employers for this occupation identified no new or obsolete skills

PROMOTIONAL OPPORTUNITIES: the next step up in this occupation is to the rank of sergeant.

OTHER RELEVANT INFORMATION: female employees make up 10% of this workforce. Employers reported that Union representation is at 100%.

EMPLOYING INDUSTRIES

DOT Codes: 377.263-010, 377.363-010, 377.667-XXX
1 firms, representing 314 employees responded to this survey

TELLERS

OES# 531020

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
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HIGH SCHOOL OR EQUIVALENT	67%
COLLEGE BUT NO DEGREE	33%

Average vocational training time is from 6 months to 1 year. Many employers sometimes accept training as a substitute for work experience; some employers always accept training as a substitute for work experience.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

0 MONTHS	35%
6 MONTHS	46%
12 MONTHS	19%

Many employers always require work experience for employment; some employers never require work experience for employment.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	A little difficult
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DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	A little difficult
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Worker supply is somewhat larger than demand for qualified applicants, and applicants may encounter competition in job seeking.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 SIZE:	1120, large
7 YEAR GROWTH:	-90
7 YEAR GROWTH RATE:	-8%, slow decline

EMPLOYER RESPONSES

TURNOVER: 46% annually. Employer hiring to fill openings from turnover accounted for less than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 21% annually. Most employers indicated that this occupation would grow over the next three years. Some employers believe it will remain stable. Past growth was attributed to natural community growth, restructuring of business for more check cashing, more branch openings, more promotions and moving part time workers to full time.

WAGES & FRINGE BENEFITS

<u>WAGES</u>	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	<u>\$6.00</u>	<u>\$8.50</u>	<u>\$6.50</u>
New, experienced	<u>\$5.75</u>	<u>\$9.75</u>	<u>\$6.90</u>
3 years with firm	<u>\$6.83</u>	<u>\$15.00</u>	<u>\$8.86</u>

BENEFITS

% EMPLOYERS W/ BENEFITS=	100%
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(Benefits offered by employers with benefits)	<u>FOR FULL-TIME</u>	<u>FOR PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
MEDICAL INSURANCE	94%	56%
DENTAL INSURANCE	94%	56%
VISION INSURANCE	94%	56%
LIFE INSURANCE	94%	56%
PAID SICK LEAVE	89%	56%
PAID VACATION	94%	56%
RETIREMENT PLANS	83%	56%
CHILD CARE	0%	0%

Some employers offer 401K, tuition reimbursement or dependant care. A few employers report tips or commissions for employers with 3 years or more experience.

GENERAL INFORMATION

SKILLS vary depending on the specialization but can include physical demands: light lifting with frequent reaching, handling, finger dexterity, talking, listening, near visual acuity and visual accommodation. There may be occasional need for stooping crouching or color vision.

EMERGING TECHNOLOGY AND SKILLS: most employers identified the need for computer skills and the ability to run in-house software. Public relations skills are changing, requiring modern sales and communication training.

PROMOTIONAL OPPORTUNITIES: all employers promote to new accounts, savings and loan, corporate administrator or management positions.

OTHER RELEVANT INFORMATION: female employees make up 75% of this workforce. No employers indicated that they had union employees in this occupation. Another job title for this occupation is customer service representative.

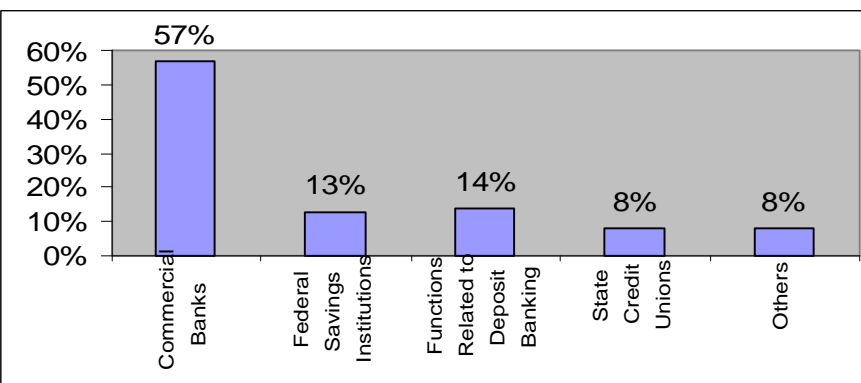
WORK PATTERNS (HOURS & SHIFTS)

Many employment opportunities in this occupation were full time (34-40hr/wk), just as many employment opportunities were part time (18-32 hr/wk). A few temp/on call positions were offered (10hr/wk).

Recruitment

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST 12 MOS</u>
CURRENT EMPLOYEE REFERRALS:	66%
NEWSPAPER ADVERTISEMENTS:	67%
PRIVATE EMPLOYMENT AGENCIES:	0%
UNSOLICITED WALK-INS:	17%
IN-HOUSE PROMOTION OR TRANSFER:	0%
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	20%
PRIVATE VOCATIONAL SCHOOLS:	0%
EDD:	20%
UNION HALL REFERRALS:	0%

Some employers recruit through job fairs or branch networks.

EMPLOYING INDUSTRIES

DOT Codes: 211.362-XXX, 211.382-010, 219.462-010
18 firms, representing 137 employees responded to this survey

1997 OCCUPATIONS SURVEYED

A Special Message for Readers and Users

The Fresno Workforce Development Board and the State of California Employment Development Department - Labor Market Information Division have made a substantial effort to ensure the accuracy of the information contained in this report. We are committed to high standards of research and to high quality labor market information for local users. However, the data is collected by survey from local employers and training providers and no attempt is made to verify the accuracy of the data that is supplied. Labor market research is not a precise science and may be impacted by a variety of factors in a short period of time. The data must be viewed like a photograph, which captures a view of reality at a specific point in time. Therefore, the data should be used with care.

It should also be noted that the Federal minimum wage increased during the year of the study. Therefore, the lower salaries reported in this study, will not reflect the effect of the new minimum wage law. The new minimum wage as of September 1, 1997 is at \$5.15/hr.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state CCOIS Staff.

TERMS USED IN THIS REPORT

There are several abbreviations used where space is limited and to create a consistency through the report.

The following abbreviations are used in general:

WPM	Words per minute
Yr	Years
MOs	Months
&	And
/hr	Per hour
AA	Associate Arts degree
CA	California
Wk	Week

When we are referring to education, training, experience, and other requirements, we use:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20%

When describing the size of an occupation we used:

<u>Terms</u>	<u>% of wage & Salary employment total</u>	<u>Size of Occupation</u>
Small	less than .15	less than 500
Medium	.15 to but not including .30	500 - 999
Large	.30 to but not including .65	1,000 - 2,000
Very Large	.65 and above	More than 2,000

When describing the potential growth of an occupation or trends we used:

Much faster than average or more	1.50 times average
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change, or remain stable	
Slow decline	

The terms used to describe the supply/demand assessment are as follows:

Very Difficult	demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
Somewhat Difficult	demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
A Little Difficult	Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.
Not Difficult	supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Adjustment Clerk

OES Number 531230

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	28%
COLLEGE BUT NO DEGREE	72%

10-Key by touch.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

1 TO 6 MONTHS	19%
12 MONTHS	51%
24 OR MORE MONTHS	30%

Most employers are looking for experience with accounting, customer service, or inside sales. Some employers will sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Both qualified inexperienced and experienced applicants may encounter competition in job seeking because of the somewhat larger supply than demand.

PROJECTIONS & TURNOVER

1994 Size:	490, medium
7 YEAR GROWTH:	110
7 YEAR GROWTH RATE:	22%, slower than average

TURNOVER:	8% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for just over one tenth of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 18% last year. Most employers are expecting this occupation to remain stable for the next three years and some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>High</u>	<u>MEDIAN</u>
New, no experience	\$5.75	\$9.25	\$7.20
New, experienced	\$5.75	\$13.45	\$8.00
3 years with firm	\$6.75	\$14.15	\$9.00

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 100%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	33
PAID SICK LEAVE	100	33
RETIREMENT PLANS	89	33
MEDICAL INSURANCE	100	33
DENTAL INSURANCE	89	33
VISION INSURANCE	89	33
LIFE INSURANCE	100	33
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to use a spreadsheet, word processor, database, and 10-key; **physical skills** such as good color vision, abilities to lift up to 50 lbs., frequently stoop, reach, handle, talk, and listen; **personal skills** such as abilities to work as part of a team, interact well with others, and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include knowledge of computers and their software. There were no obsolete skills reported in this occupation.

PROMOTIONAL OPPORTUNITIES available for most employees include management, supervisor, lead clerk, and coordinator.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **traditional occupation for women** with 71% being female (based on 9 of 9 respondents); and **other job titles** include customer service representative or clerk, A/R clerk, sales, publishers assistant, premier service and employees account representative.

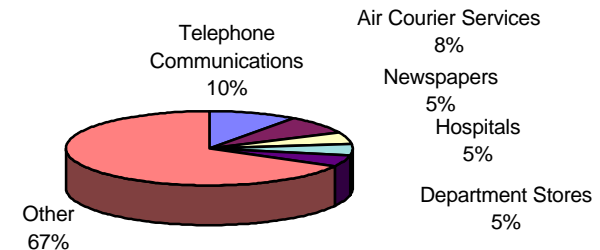
WORK PATTERNS

Most employment positions in this occupation are full-time (32-40hr/wk). There are a few part-time positions (20-28 hr/wk) in the county. There are a few temporary or on call positions (8-40hr/wk) in the county. There were no seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	79
CURRENT EMPLOYEE REFERRALS:	68
PRIVATE VOCATIONAL SCHOOLS:	72
IN-HOUSE PROMOTION OR TRANSFER:	81
PRIVATE EMPLOYMENT AGENCIES:	68
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	66
UNSOLICITED WALK-INS:	68
EDD:	

There were no other methods of recruitment mentioned in this occupation.

EMPLOYING INDUSTRIES

D.O.T. Codes: 191.167-022, 241.267-034, 241.367-014, 241.367-034, and 264.387-010
9 firms, representing 78 employees responded to the survey.

Combined Food Preparation and Service Workers

OES Number 650410

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
--	---

HIGH SCHOOL OR EQUIVALENT	58%
COLLEGE BUT NO DEGREE	42%

There was no training reported in this occupation.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	36%
3 TO 6 MONTHS	39%
12 MONTHS	14%
36 MONTHS	11%

Most employers are looking for experience in the food preparation and service area.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

The supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market, but fully experienced applicants may encounter a little less competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	2290, Very large
7 YEAR GROWTH:	300
7 YEAR GROWTH RATE:	13%, faster than average

TURNOVER:	23% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for just over four fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 2% last year. Most employers are expecting growth in this occupation for the next three years while some are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$9.95	\$5.15
New, experienced	\$5.00	\$10.35	\$6.00
3 years with firm	\$5.00	\$14.40	\$8.00

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 67%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	75	0
PAID SICK LEAVE	58	0
RETIREMENT PLANS	50	0
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	75	0
VISION INSURANCE	42	0
LIFE INSURANCE	33	0
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as ability to use a word processor; **physical skills** such as abilities to lift a maximum of 20 pounds with occasional stooping, reaching, handling, tasting or smelling, and have a good color vision. Frequently there will be a need for fingering, talking, listening, and near acuity; **personal skills** such as abilities to work as part of a team, use ingenuity and imagination, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computer literacy. There were no skills reported as obsolete in this occupation.

PROMOTIONAL OPPORTUNITIES available for most employees include management (kitchen, assistant, cook, chef, and bar), trainer, and culinary assistant.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **balanced occupation** with 49% being female (based on 18 of 18 respondents) and **other job titles** include kitchen helper or assistant, food prep, bakery or deli clerk, server/cook, prep cooks, and assistant manager.

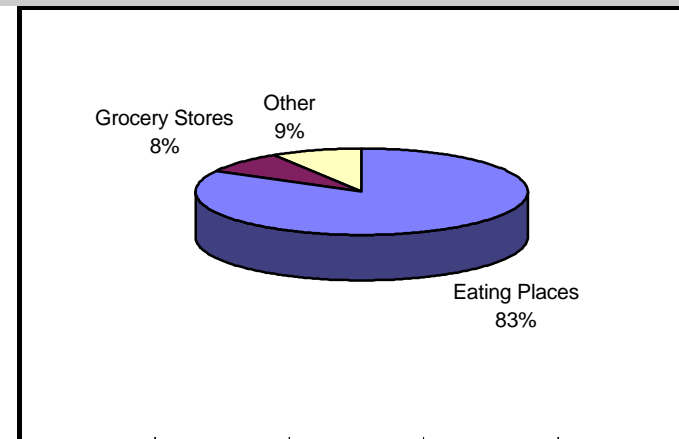
WORK PATTERNS

Most employment positions in this occupation are part-time (20-35hr/wk). There are some full-time positions (30-50hr/wk) and a few temporary/on call Positions (15hr/wk) in the county, but no seasonal jobs reported.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	68
CURRENT EMPLOYEE REFERRALS:	43
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	58
PRIVATE EMPLOYMENT AGENCIES:	1
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	76
UNSOLICITED WALK-INS:	0
EDD:	

There were no other forms of recruitment reported in this occupation.

EMPLOYING INDUSTRIES

D.O.T. Codes: 311.472-010

18 firms, representing 724 employees responded to the survey.

Cooks -Specialty Fast Food

OES Number 650320

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
HIGH SCHOOL OR EQUIVALENT	100%

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market, but fully experienced applicants may encounter a little less competition in job seeking.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
NOT REQUIRED	92%
4 MONTHS	5%
6 MONTHS	3%

A few employers are looking for experience as a cook. Most employers will usually substitute training for experience.

PROJECTIONS & TURNOVER

1994 SIZE:	1330, Large
7 YEAR GROWTH:	260
7 YEAR GROWTH RATE:	20%, much faster than average
TURNOVER:	41% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for under three fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of almost 15% last year. Most employers are expecting this occupation to grow for the next three years while some are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$5.15	\$5.00
New, experienced	\$5.00	\$6.00	\$5.08
3 years with firm	\$5.75	\$10.00	\$7.38

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 63%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	60	10
PAID SICK LEAVE	60	10
RETIREMENT PLANS	20	0
MEDICAL INSURANCE	90	10
DENTAL INSURANCE	90	10
VISION INSURANCE	40	0
LIFE INSURANCE	70	10
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as ability to cook; **physical skills** include standing for long periods of time, the ability to lift a maximum of 50 lbs. with frequent reaching and handling and occasional color vision; **personal skills** such as abilities to work as part of a team, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions.

EMERGING TECHNOLOGY AND SKILLS computer knowledge and new equipment. There were no obsolete skills mentioned in this report.

PROMOTIONAL OPPORTUNITIES available for most employees include management, assistant manager, shift leader, and chef supervisor.

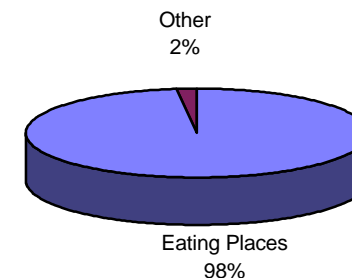
OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **balanced occupation** with 51% being female (based on 16 of 16 respondents); and **other job titles** include Kitchen cast members, fryers, and braziers.

WORK PATTERNS

Most employment positions in this occupation are part-time (15-37hr/wk). There are some full-time positions (30-40hr/wk) in the county. There were no temporary or seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	61
CURRENT EMPLOYEE REFERRALS:	38
PRIVATE VOCATIONAL SCHOOLS:	29
IN-HOUSE PROMOTION OR TRANSFER:	32
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	3
UNSOLICITED WALK-INS:	97
EDD:	3

EMPLOYING INDUSTRIES

D.O.T. Codes: 313.361-026, 313.374-010, 313.381-014
16 firms, representing 233 employees responded to the survey.

Counter and Rental Clerks

OES Number 490170

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	36%
COLLEGE BUT NO DEGREE	56%
ASSOCIATE DEGREE	2%
BACHELOR DEGREE	6%

A few employers require public relations training.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

NOT REQUIRED	84%
1 MONTHS	4%
12-18 MONTHS	10%
24 MONTHS	2%

Most employers are looking for experience with clerical, computer knowledge or as a counter person. Many employers will substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Both qualified inexperienced and experienced applicants may encounter competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	820, Large
7 YEAR GROWTH:	150
7 YEAR GROWTH RATE:	18%, Much faster than average

TURNOVER:	13% annually
------------------	--------------

TURNOVER: Employer hiring to fill openings from turnover accounted for almost two thirds of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of almost 3% last year. Many employers are expecting this occupation to grow for the next three years, while almost as many are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$11.50	\$5.25
New, experienced	\$5.00	\$16.15	\$6.10
3 years with firm	\$5.00	\$23.00	\$8.00

A few employers offered bonuses or commission on sales.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>	<u>81%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	15
PAID SICK LEAVE	92	15
RETIREMENT PLANS	77	8
MEDICAL INSURANCE	100	8
DENTAL INSURANCE	77	0
VISION INSURANCE	15	0
LIFE INSURANCE	85	0
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to deal with the customers, clerical skills, and computer knowledge; **physical skills** such as abilities to reach, handle, and near acuity; **personal skills** such as abilities to work as part of a team, interact well with others, salesmanship and possess customer service skills; and **basic skills** such as abilities to read, write, follow instructions and think quickly.

EMERGING TECHNOLOGY AND SKILLS mentioned include computers, more customer service and sales, Federal regulations and the internet. There were no mention of obsolete skills in this report.

PROMOTIONAL OPPORTUNITIES available for most employees include management (assistant, store, branch, and district), supervisor, and administration.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **balanced occupation** with 54% being female (based on 16 of 16 respondents); and **other job titles** include customer service representatives, service writer, rental agents, management trainees, domestic rental clerks, courtesy desk associates, sales representative, and parts person.

D.O.T. Codes: 216.482-030, 249.362-010, 249.366-010, 295.357-010-XXX, 295.467-010-XXX...
16 firms, representing 257 employees responded to the survey.

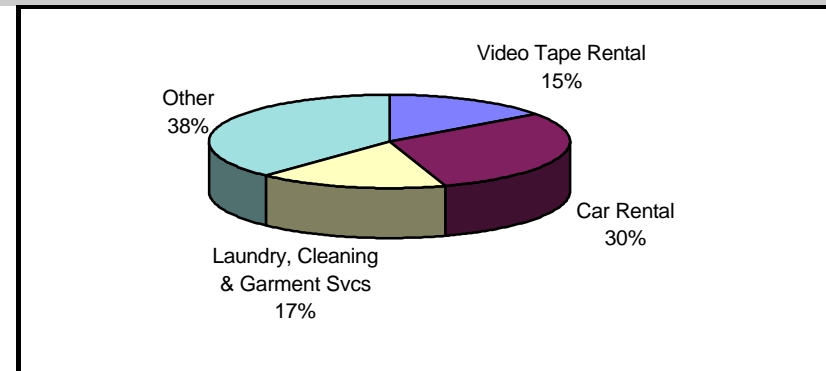
WORK PATTERNS

Most employment positions in this occupation are full-time (32-52hr/wk). There are many part-time and temporary positions (12-30hr/wk) in the county. There were no seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	24
CURRENT EMPLOYEE REFERRALS:	88
PRIVATE VOCATIONAL SCHOOLS:	10
IN-HOUSE PROMOTION OR TRANSFER:	24
PRIVATE EMPLOYMENT AGENCIES:	50
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	8
UNSOLICITED WALK-INS:	86
EDD:	12

Other methods of recruitment that are used include other stores.

EMPLOYING INDUSTRIES

Dental Assistants

OES Number 660020

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

COLLEGE BUT NO DEGREE	71%
ASSOCIATE DEGREE	29%

Almost all of the employers required RDA courses. A few employers require a Corona Polishing License and/or X-Ray License.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

3 MONTHS	24%
6 MONTHS	29%
12 MONTHS	41%
18 MONTHS	6%

A few employers require Corona Polishing or Root canal experience. Many employers may substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Some difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Qualified inexperienced applicants may have a little difficulty seeking a job, while qualified experienced applicants may encounter a little more competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	530, medium
7 YEAR GROWTH:	120
7 YEAR GROWTH RATE:	23%, Much faster than average

TURNOVER:	16% annually
------------------	--------------

TURNOVER: Employer hiring to fill openings from turnover accounted for almost three fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 7% last year. Many employers are expecting this occupation to remain stable for the next three years, while some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$9.00	\$7.00
New, experienced	\$6.50	\$12.95	\$9.00
3 years with firm	\$9.00	\$14.40	\$11.00

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 89%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	12
PAID SICK LEAVE	76	12
RETIREMENT PLANS	53	12
MEDICAL INSURANCE	82	6
DENTAL INSURANCE	53	12
VISION INSURANCE	18	6
LIFE INSURANCE	47	6
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employer, but most of them generally desire: **technical skills** include assisting skills, knowledge of procedures, instruments, and possess some sales ability; **physical skills** such as abilities to sit for long periods of time, do light lifting and cleaning; **personal skills** such as abilities to work as part of a team, interact well with others, work under pressure and customer service skills; and **basic skills** such as abilities to read, write, follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computer literacy, oral surgery, English writing and speaking, new updated skills, implant training and infection control.

PROMOTIONAL OPPORTUNITIES are few due to very little change. The positions that are available will be to management and administration.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for men** with 0% being male (based on 19 of 19 respondents); and **other job titles** include RDA, Dr.'s assistant and RDA extended function.

WORK PATTERNS

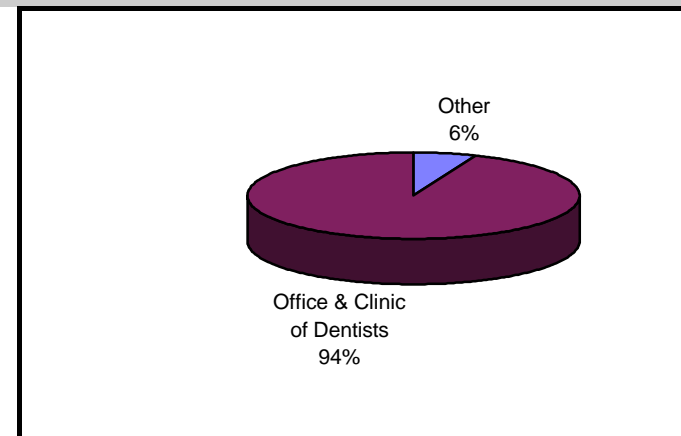
Almost all employment positions in this occupation are full-time (32-40hr/wk).

There are a few part-time positions (12-24hr/wk) in the county. There are almost no temporary or seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	82
CURRENT EMPLOYEE REFERRALS:	47
PRIVATE VOCATIONAL SCHOOLS:	12
IN-HOUSE PROMOTION OR TRANSFER:	18
PRIVATE EMPLOYMENT AGENCIES:	18
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	29
UNSOLICITED WALK-INS:	12
EDD:	0

Another method of recruitment is the Dental Society.

EMPLOYING INDUSTRIES

D.O.T. Codes:079.361-018

19 firms, representing 81 employees responded to the survey.

Driver/Sales Workers

OES Number 971170

Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVELANT	88%
COLLEGE BUT NO DEGREE	12%

Employers require employees to possess the appropriate class driver's license for the vehicles they drive. A few require HAZMAT training.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	31%
3 MONTHS	14%
6 MONTHS	10%
12 MONTHS	14%
24 MONTHS	31%

Most employers are looking for experience, but many may substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, but experienced applicants may find the job market less competitive.

PROJECTIONS & TURNOVER

1994 SIZE:	1160, Large
7 YEAR GROWTH:	140
7 YEAR GROWTH RATE:	12%, average
TURNOVER:	9% annually

TURNOVER: Employers hiring to fill openings from turnover accounted for almost three fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 4% last year. Most employers are expecting this occupation to remain stable for the next three years, while some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.00/7.40	\$17.00/12.25	\$8.75/8.86
New, experienced	\$5.25/8.00	\$18.00/12.25	\$10.00/8.72
3 years with firm	\$5.25/8.70	\$22.50/14.40	\$12.50/12.00

Some employers also pay a commission.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>	<u>100%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME</u> <u>EMPLOYEES</u>	<u>% PART-TIME</u> <u>EMPLOYEES</u>
PAID VACATION	100	0
PAID SICK LEAVE	81	0
RETIREMENT PLANS	88	0
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	75	0
VISION INSURANCE	63	0
LIFE INSURANCE	81	0
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to do spreadsheets, and drive; **physical skills** such as ability to lift up to 50 pounds, with frequent climbing, stooping, reaching, handling, talking, listening, tasting/smelling; **personal skills** such as abilities to work by ones self, use ingenuity and imagination, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computers (possibly hand held) and software. There were no obsolete skills reported in this occupation.

PROMOTIONAL OPPORTUNITIES available for most employees include management (sales, branch, district, and service), Supervisor (route or night), Sales force, foreman, dispatch, and parts counter sales.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 5% being female (based on 16 of 16 respondents); **unionized employees** are at 31%; and **other job titles** include route driver (sales, delivery and service), customer service and LP gas specialist.

WORK PATTERNS

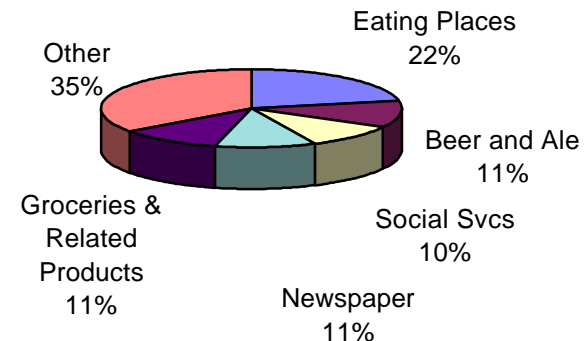
Almost all employment positions in this occupation are full-time (40-55hr/wk). There are a few part-time positions (20-24hr/wk) in the county. There were no temporary or seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST</u> <u>YEAR</u>
NEWSPAPER ADVERTISEMENTS:	94
CURRENT EMPLOYEE REFERRALS:	33
PRIVATE VOCATIONAL SCHOOLS:	6
IN-HOUSE PROMOTION OR TRANSFER:	31
PRIVATE EMPLOYMENT AGENCIES:	4
PUBLIC SCHOOLS AND TRAINING	6
PROGRAMS:	12
UNSOLICITED WALK-INS:	37
EDD:	18

UNION HALL REFERRALS:

There were no other forms of recruitment reported in this occupation.

EMPLOYING INDUSTRIES

D.O.T. Codes: 292.353-010, 292.363-010, 292.463-010, 292.483-010 and 292.667-010

16 firms, representing 405 employees responded to the survey.

Electricians

OES Number 872020

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This includes Protective Signal Installers and Repairers and Street Light Servicers.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT

71%

COLLEGE BUT NO DEGREE

29%

Some employers required training ranging from electrical theory and codes to full apprenticeship programs.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

NOT REQUIRED

4%

12 MONTHS

5%

24 MONTHS

25%

36 MONTHS

1%

60 MONTHS

65%

Almost all employers are looking for some experience as an electrician in one form or another.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

Little difficulty

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

Little difficulty

Qualified inexperienced and experienced applicants may encounter competition in job seeking, because the supply of applicants is somewhat larger than the demand.

PROJECTIONS & TURNOVER

1994 SIZE:

700, large

7 YEAR GROWTH:

110

7 YEAR GROWTH RATE:

16%, faster than average

TURNOVER:

25% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for one third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 24% last year. Many employers were expecting growth in this occupation for the next three years, while almost as many were expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$8.00	\$6.78
New, experienced	\$7.00	\$23.00	\$12.00
3 years with firm	\$8.00	\$23.00	\$18.00

Differences between union and non-union are insignificant.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>		<u>82%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>	
PAID VACATION	36	0	
PAID SICK LEAVE	0	0	
RETIREMENT PLANS	64	0	
MEDICAL INSURANCE	79	0	
DENTAL INSURANCE	64	0	
VISION INSURANCE	43	0	
LIFE INSURANCE	57	0	
CHILD CARE	0	0	

Some employers use the union package offered by the union.

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to use diagnostics programs, apply database management principles, problem solve and write effectively; **physical skills** such as abilities to lift up to 50 lbs., climb, balance, stoop, kneel, crouch, crawl, reach, handle, and have color vision; **personal skills** such as abilities to work as part of a team or by ones self, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include knowledge of fiber optics, computers, programmable controllers, low voltage training, and smart house energy conservation. There was no mention of obsolete skills in this occupation.

PROMOTIONAL OPPORTUNITIES available for most employees include management, journeyman, foreman (administration head, lead, and project) and estimator.

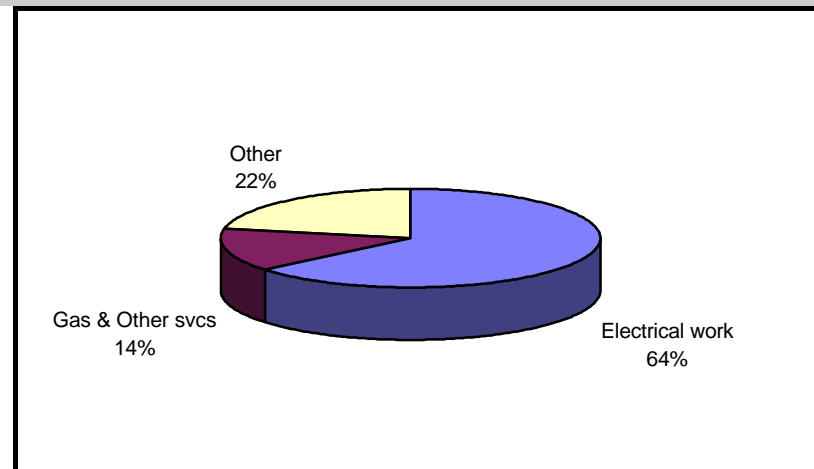
OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 1% being female (based on 17 of 17 respondents); **unionized employees** are at 35%; and **other job titles** include inside & outside wiremen, commercial, residential or system installers, electrical helper, electrical foreman, apprentice and journeymen.

WORK PATTERNS

Almost all employment positions in this occupation are full-time (36-50hr/wk). There are very few part-time, temporary, and seasonal positions (16-40hr/wk) in the county.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	37
CURRENT EMPLOYEE REFERRALS:	3
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	0
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	4
UNSOLICITED WALK-INS:	6
EDD:	59
UNION HALL REFERRALS	

EMPLOYING INDUSTRIES

D.O.T. Codes: 729.381-062, 806.381-018-XXX, 824.261-010-XXX, 825.281-010-XXX and 825.381-010-XXX
17 firms, representing 341 employees responded to the survey.

Financial Managers

OES Number 130020

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. This includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
BACHELOR DEGREE	16%
GRADUATE STUDY	84%

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
36 MONTHS	3%
60 MONTHS	97%

All employers always require prior work experience; some are looking for experience in accounting and/or management. A few employers may sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Some difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants as well as experienced may have a little difficulty securing employment.

PROJECTIONS & TURNOVER

1994 SIZE:	1770, Very large
7 YEAR GROWTH:	270
7 YEAR GROWTH RATE:	15% faster than average

TURNOVER: 6% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for about one twentieth of all hiring during the last 12 months.

GROWTH: Employers reported an occupational growth rate of 100% last year. Most employers are expecting this occupation to remain stable over the next three years, while some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>High</u>	<u>MEDIAN</u>
New, no experience	\$10.00	\$10.00	\$10.00
New, experienced	\$9.60	\$28.75	\$14.92
3 years with firm	\$12.80	\$35.95	\$17.05

Some employers pay a yearly bonus.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>	<u>100%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	14
PAID SICK LEAVE	93	14
RETIREMENT PLANS	71	7
MEDICAL INSURANCE	93	7
DENTAL INSURANCE	79	7
VISION INSURANCE	57	7
LIFE INSURANCE	86	7
CHILD CARE	0	0

Some employers specified 401 K plan for the part-time employees.

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as possessing computer literacy, with abilities to use spreadsheet, word processing, database and other software; **physical skills** such as abilities lift up to 20 pounds with occasional climbing, reaching, handling, fingering, talking and listening. There will be a need for far and near acuity and accommodations; **personal skills** such as abilities to work as part of a team, use ingenuity and imagination, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read, write and follow instructions, and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include knowledge of computers, new accounting software programs, and trouble shooting, new business banking product knowledge, life & disability insurance license and series 7 securities license. An obsolete skill mentioned is manual accounting.

PROMOTIONAL OPPORTUNITIES available for most employees include management, Vice-President, President, staff accountant, or chairman of the bank.

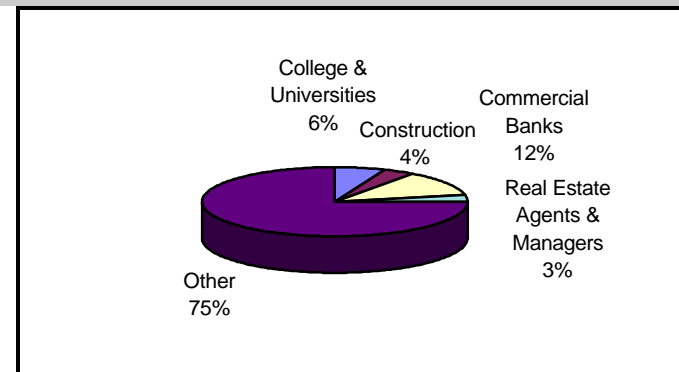
OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **traditional occupation for women** with 65% being female (based on 14 of 14 respondents); and **other job titles** include chief financial officer, manager (financial, administration, relations, and general), controller, and fiscal.

WORK PATTERNS

All employment positions reported in this occupation are full-time (40-50hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	89
CURRENT EMPLOYEE REFERRALS:	84
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	95
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	5
UNSOLICITED WALK-INS:	95
EDD:	5

EMPLOYING INDUSTRIES

D.O.T. Codes: 160.167-058, 161.117-018, 169.167-086, 186.117-066-XXX, 186.167-054-XXX and 189.117-038

14 firms, representing 34 employees responded to the survey.

Food Service Managers

OES Number 150261

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. This also includes Food and Beverage Directors.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
HIGH SCHOOL	16%
COLLEGE BUT NO DEGREE	53%
ASSOCIATE DEGREE	5%
BACHELOR DEGREE	26%

Certification in the Culinary Arts, Registered Dietician, or a minimum of 12 units in Child education is some of the qualifications required by a few employers.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
NOT REQUIRED	58%
12 MONTHS	26%
36 MONTHS	11%
48 MONTHS	5%

Most employers are looking for experience as a Food Service manager. A few employers are looking for Restaurateurs; yet others are looking for Hospital Food Service supervisors. Most employers will at least sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may find a very competitive job market, but experienced applicants are likely to find a little less competition.

PROJECTIONS & TURNOVER

1994 SIZE:	590, medium
7 YEAR GROWTH:	250
7 YEAR GROWTH RATE:	42%, much faster than average

TURNOVER:	25% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for more than three fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 3% last year. Many employers are expecting this occupation to grow for the next three years, while almost as many are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.10	\$19.25	\$8.95
New, experienced	\$5.75	\$24.05	\$9.75
3 years with firm	\$5.75	\$24.05	\$11.75

One fourth of the employers reported there was an additional bonus.

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>	<u>80%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	94	0
PAID SICK LEAVE	94	0
RETIREMENT PLANS	75	0
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	63	0
VISION INSURANCE	38	0
LIFE INSURANCE	38	0
CHILD CARE	0	0

Many employers specified 401-K retirement plans for part-time employees. A few employers also have profit sharing.

GENERAL INFORMATION

SKILLS needs are management, customer service, and presentation: **technical skills** working with computer software such as word processors, desktop Publishing, spreadsheet, database, and others; **physical skills** such as abilities to stand on their feet for long periods of time and light lifting; **personal skills** such as abilities to work with money, use ingenuity and imagination with menu selections, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to give, read and follow instructions plus, have math abilities.

EMERGING TECHNOLOGY AND SKILLS include computer literacy, customer service, business law, manager skills, employee relations, accounting, sanitation laws, marketing, and creative new menu presentations. Of the obsolete skills mentioned are old methods of cooking and food preservation.

PROMOTIONAL OPPORTUNITIES available for most employees include general manager, store manager, to regional supervisor.

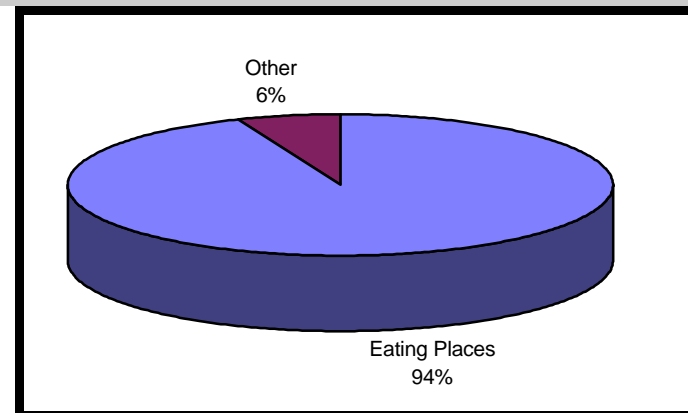
OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **balanced occupation** with 46% being female (based on 20 of 20 respondents); **Other job titles** include Executive Chef, Kitchen Manager, Beverage Manager, Chief Cook, Culinary Manager and Service Coordinator.

WORK PATTERNS

All employment positions in this occupation are full-time (35-60hr/wk). There were no part-time, temporary, or seasonal positions reported.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	84
CURRENT EMPLOYEE REFERRALS:	26
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	58
PRIVATE EMPLOYMENT AGENCIES:	5
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
UNSOLICITED WALK-INS:	58
EDD:	0

EMPLOYING INDUSTRIES

D.O.T. Codes: 185.137-010, 187.117-038, 187.137-018, 187.161-010, 187.167-106 and 187.167-026-XXX
20 firms, representing 63 employees responded to the survey.

Hand Packers and Packagers

OES Number 989020

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. This does not include workers whose jobs require more than minimum training.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
LESS THEN HIGH SCHOOL	38%
HIGH SCHOOL OR EQUIVALENT	62%

There was no required training reported for this occupation.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	56%
6 MONTHS	44%

Most employers do not require prior experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Qualified inexperienced and experienced applicants may encounter competition in job seeking, as the worker supply is somewhat larger than demand for qualified applicants.

PROJECTIONS & TURNOVER

1994 Size:	1840, very large
7 YEAR GROWTH:	230
7 YEAR GROWTH RATE:	13%, average
TURNOVER:	2% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for less than one twentieth of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 11% last year. Most employers are expecting this occupation to grow for the next three years and some are expecting it to remain stable.

COMPENSATION

	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
<u>WAGES</u>	<u>NON/UNION</u>	<u>NON/UNION</u>	<u>NON/UNION</u>
New, no experience	\$4.75/5.00	\$8.00/9.45	\$5.30/5.25
New, experienced	\$4.75/5.00	\$9.00/12.00	\$5.30/7.36
3 years with firm	\$5.15/7.00	\$10.00/14.00	\$6.88/9.93

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 88%

	<u>% FULL-TIME</u>	<u>% PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
PAID VACATION	86	0
PAID SICK LEAVE	50	0
RETIREMENT PLANS	50	7
MEDICAL INSURANCE	86	0
DENTAL INSURANCE	71	0
VISION INSURANCE	57	0
LIFE INSURANCE	64	0
CHILD CARE	7	0

A few employers specified 401 K retirement plans and partial payment for part-time employees.

GENERAL INFORMATION

SKILLS needs vary depending on the employer. **Technical skills** are not needed at this time but will need computer skills in the near future; **physical skills** include, ability to lift up to 100 lbs., with frequent reaching, handling, fingering and depth perception and occasional climbing and the need for color vision; **personal skills** include ability to work as a team, independently and under pressure; **basic skills** such as abilities to follow instructions, read, write and do math.

EMERGING TECHNOLOGY AND SKILLS mentioned include ability to access database information system and radio frequency equipment, scanners-bar codes and a good driving record.

PROMOTIONAL OPPORTUNITIES available for most employees include supervisor, shipping, lead man, sales, engineer and plan management.

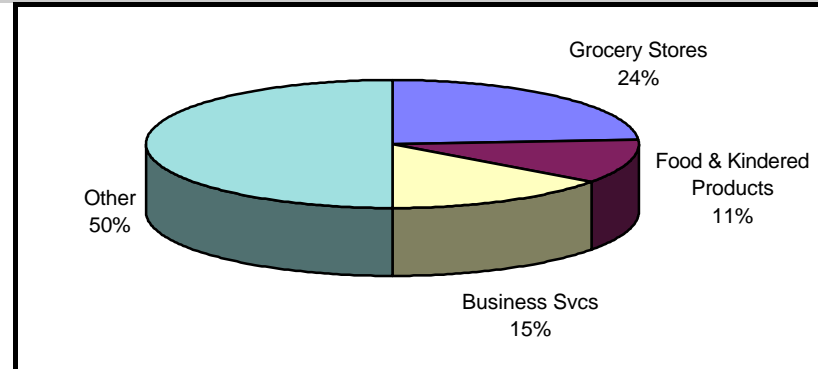
OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **balanced occupation for women and men** with 50% being female (based on 16 of 16 respondents); **unionized employees** are at 25%; and **other job titles** include production workers, assemblers, loaders, laborers and boxers.

WORK PATTERNS

Most employment positions in this occupation are full-time (30-45hr/wk). There is some temporary and seasonal positions (35-40 hr/wk). There are a few part-time positions (20-40hr/wk) in the county.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST</u>
	<u>YEAR</u>
NEWSPAPER ADVERTISEMENTS:	11
CURRENT EMPLOYEE REFERRALS:	21
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	0
PRIVATE EMPLOYMENT AGENCIES:	2
PUBLIC SCHOOLS AND TRAINING	0
PROGRAMS:	69
UNSOLICITED WALK-INS:	16
EDD:	6
Union Hall Referrals:	
Other methods of recruitment include temporary agencies.	

EMPLOYING INDUSTRIES

D.O.T. Codes:522.687-010-XXX, 529.687-022-XXX, 559.687-014, and 920.587-010-XXX

16 firms, representing 397 employees responded to the survey.

Heating, Air Conditioning, and Refrigeration Mechanics and Installers

OES Number 859020

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe treading tools. They may also install and repair cooling and central air conditioning systems. This does not include workers who do only plumbing and pipefitting work.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
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HIGH SCHOOL OR EQUIVALENT	75%
COLLEGE BUT NO DEGREE	25%

Some employers require a trade school or training.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
NOT REQUIRED	14%
6-12 MONTHS	22%
24 MONTHS	45%
36 OR MORE MONTHS	19%

Most employers will sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Very difficult

Qualified inexperienced applicants may encounter some competition in job seeking while experienced applicants may find much less competition for available jobs.

PROJECTIONS & TURNOVER

1994 SIZE:	330, medium
7 YEAR GROWTH:	110
7 YEAR GROWTH RATE:	33%, Much faster than average
TURNOVER:	5% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost one fourth of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 12% last year. Most employers are expecting this occupation to grow for the next three years, while some are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u> <u>NON/UNION</u>	<u>High</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$4.80/8.00	\$9.00/9.00	\$7.50/9.00
New, experienced	\$6.50/9.00	\$25.00/24.00	\$10.00/17.88
3 years with firm	\$10.00/16.00	\$27.00/24.00	\$13.50/20.88

BENEFITS

(% of benefits offered by employers with benefits)

	<u>% EMPLOYERS W/ BENEFITS</u>	<u>100%</u>
	<u>% FULL-TIME</u> <u>EMPLOYEES</u>	<u>% PART-TIME</u> <u>EMPLOYEES</u>
PAID VACATION	100	0
PAID SICK LEAVE	21	0
RETIREMENT PLANS	79	0
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	84	0
VISION INSURANCE	53	0
LIFE INSURANCE	63	0
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills**; include heating and air conditioning training, and the abilities to trouble shoot; **physical skills**; include the ability to lift up to 100 pounds, with occasional balancing, stooping, kneeling, crouching, reaching, handling, fingering, talking, listing, with near acuity, depth perception accommodation and color vision; **personal skills** such as abilities to work as part of a team, use ingenuity and imagination, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computer literacy (laptops), control pneumatics, electronics, customer relations and environmental air quality reg. The obsolete skills mentioned are pilot ignition on gas heaters and old building mechanics.

PROMOTIONAL OPPORTUNITIES available for most employees include management, supervisor, foreman, executive employee, commercial installer/bidder and journeyman.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 0% being female (based on 19 of 19 respondents); **unionized employees** are at 23%; and **other job titles** include service technicians, HVAC repairman, apprentice, journeyman, tradesman, field foreman, field service engineer and air balancer.

WORK PATTERNS

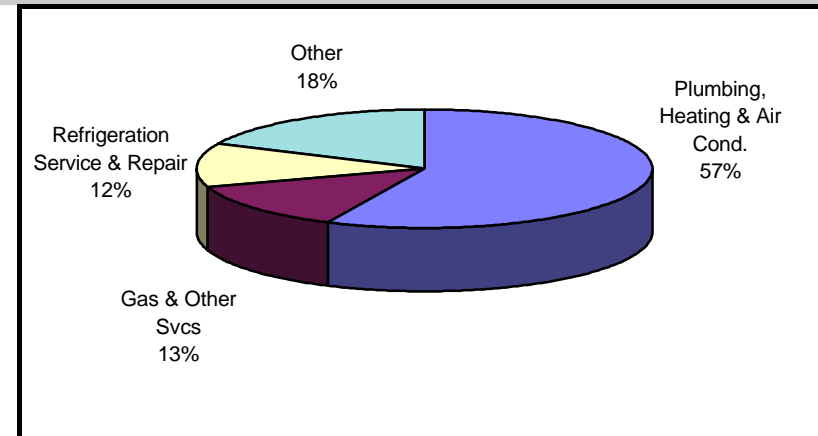
Almost all employment positions in this occupation are full-time (40-60hr/wk).

There were almost no part-time positions and no temporary or seasonal positions reported in this occupation.

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST YEAR**

NEWSPAPER ADVERTISEMENTS:	81
CURRENT EMPLOYEE REFERRALS:	39
PRIVATE VOCATIONAL SCHOOLS:	11
IN-HOUSE PROMOTION OR TRANSFER:	17
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	14
UNSOLICITED WALK-INS:	14
EDD:	0
UNION HALL REFERRALS	11

Other methods of recruitment that are used by a few employers include vender referral, networking, supply house and Co. e-mail.

EMPLOYING INDUSTRIES

D.O.T. Codes: 637.261-014-XXX, 637.381-010-XXX, 827.361-014, 862.281-018, 862.361-010 and 869.281-010

19 firms, representing 171 employees responded to the survey.

Human Service workers

OES Number 273080

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Do not include Residential Counselors or Psychiatric Technicians.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT	7%
COLLEGE BUT NO DEGREE	7%
ASSOCIATE DEGREE	12%
BACHELOR DEGREE	60%
GRADUATE STUDY	14%

Most employers require a degree in related field. A few will hire graduates from a completed residential program.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:
DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

Little difficulty
Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, while experienced applicants may find a little less competition for existing vacancies.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

NOT REQUIRED	2%
3-6 MONTHS	7%
12 MONTHS	30%
24 MONTHS	61%

Most employers are looking for experience in related fields.

PROJECTIONS & TURNOVER

1994 SIZE: 650 medium
7 YEAR GROWTH: 130
7 YEAR GROWTH RATE: 20%, Much faster than average

TURNOVER: 14% annually

TURNOVER: Employer hiring in this occupation to fill openings from turnover accounted for just over one third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 17% last year. Most employers are expecting this occupation to grow for the next three years, while many are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$12.00	\$7.58
New, experienced	\$5.00	\$14.00	\$8.76
3 years with firm	\$6.00	\$17.00	\$9.65

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 69%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	0
PAID SICK LEAVE	100	0
RETIREMENT PLANS	56	11
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	56	0
VISION INSURANCE	67	0
LIFE INSURANCE	44	0
CHILD CARE	11	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to do word processing and database; **physical skills** such as abilities to lift light objects, frequently talk, listen, and accommodate someone, with the ability to occasionally reach, handle, finger and near acuity; **personal skills** such as abilities to work as part of a team, interact well with others and one on one, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include more computer knowledge, update substance abuse, peer counseling, deal with people, and solving problems.

PROMOTIONAL OPPORTUNITIES available for most employees include management, supervisor, dean and director.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **traditional occupation for women** with 68% being female (based on 13 of 13 respondents); and **other job titles** include social worker and assistants, detox assistants, case workers, house managers, counselors family specialist, volunteer staff worker, co-facilitator, rehab tech and program coordinator.

WORK PATTERNS

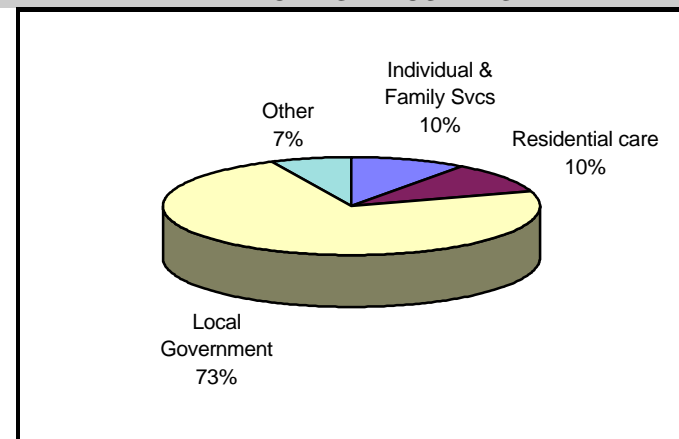
Almost all employment positions in this occupation are full-time (40-60hr/wk).

There are a few part-time positions (16-30hr/wk) in the county. There are Almost no temporary or seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	95
CURRENT EMPLOYEE REFERRALS:	42
PRIVATE VOCATIONAL SCHOOLS:	28
IN-HOUSE PROMOTION OR TRANSFER:	44
PRIVATE EMPLOYMENT AGENCIES:	16
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	28
UNSOLICITED WALK-INS:	30
EDD:	16

A few employers recruited from the people who have been through the program.

EMPLOYING INDUSTRIES

D.O.T. Codes: 195.367-010-XXX

18 firms, representing 108 employees responded to the survey.

Instructional Aides

OES Number 315211

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
--	---

HIGH SCHOOL OR EQUIVALENT	69%
COLLEGE BUT NO DEGREE	31%

A Few employers require college units in childhood courses and/or CPR, class B driver's license, knowledge of children and curriculum.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	63%
1 MONTHS	7%
6 MONTHS	14%
12 OR MORE MONTHS	16%

Some employers may substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Both qualified inexperienced and experienced applicants may encounter competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	4,610, Very large
7 YEAR GROWTH:	1080
7 YEAR GROWTH RATE:	23%, Much faster than average

TURNOVER:	10% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for just over one half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 6% last year. Many employers are expecting this occupation to remain stable for the next three years while some are expecting it to grow.

COMPENSATION

	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
<u>WAGES</u>	<u>NON/UNION</u>	<u>NON/UNION</u>	<u>NON/UNION</u>
New, no experience	\$4.75/4.70	\$6.35/8.50	\$5.13/6.97
New, experienced	\$6.00/4.70	\$7.00/9.25	\$6.95/7.50
3 years with firm	\$7.50/5.00	\$15.00/10.70	\$7.75/7.87

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 71%

	<u>% FULL-TIME</u>	<u>% PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
PAID VACATION	50	42
PAID SICK LEAVE	58	42
RETIREMENT PLANS	50	42
MEDICAL INSURANCE	67	33
DENTAL INSURANCE	58	33
VISION INSURANCE	67	33
LIFE INSURANCE	42	8
CHILD CARE	8	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire; **technical skills** such as abilities to operate word processors, a spreadsheets, and other in house programs; **physical skills** such as abilities to lift up to 50 lbs., with frequent stooping, crouching, reaching, handling, fingering, feeling, talking and hearing; **personal skills** such as abilities to work well with others, work under pressure and possess teaching skills; and **basic skills** such as abilities to read and follow instructions and do mathematics.

EMERGING TECHNOLOGY AND SKILLS mentioned being BI-lingual in Spanish and the need for special education aides. The only thing becoming obsolete mentioned was the general aide.

PROMOTIONAL OPPORTUNITIES available for most employees include developmental assistant, clerical, teacher, library clerk, receptionist, supervisor, secretary, and account clerk.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **traditional occupation for women** with 94% being female (based on 17 of 17 respondents); **unionized employees** are at 76%; and **other job titles** include teachers aides, program assistant, para professionals, bilingual aides, special education / special friends.

WORK PATTERNS

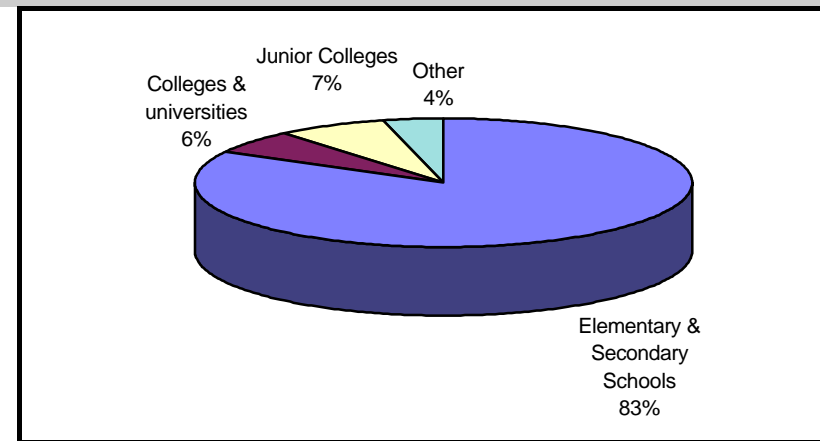
Almost all employment positions in this occupation are Part-time (15-30hr/wk).

There are a few full-time positions (30-40hr/wk) in the county. There are Almost no temporary or seasonal positions reported in this occupation.

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST**

YEAR

NEWSPAPER ADVERTISEMENTS:	88
CURRENT EMPLOYEE REFERRALS:	54
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	41
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	27
UNSOLICITED WALK-INS:	28
EDD:	12

EMPLOYING INDUSTRIES

D.O.T. Codes: 099.327-014, 249.367-074, 219.467-010 and 24.367-086
17 firms, representing 440 employees responded to the survey.

Instructors - Nonvocational Education

OES Number 313170

Nonvocational Education Teachers teach or instruct out-of-school youths and adult in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include Self-improvement or nonvocational courses, such as Americanization, basic education, art, drama, music, bridge, homemaking, stock market analysis, languages, modeling, flying, dancing, and automobile driving. They teach in public or private schools or in an organization whose primary business is other than education.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
--	---

HIGH SCHOOL OR EQUIVALENT	21%
COLLEGE BUT NO DEGREE	57%
ASSOCIATE DEGREE	3%
BACHELOR DEGREE	17%
GRADUATE STUDY	2%

Most employers require college units and/or certification for their area of expertise.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	22%
10-12 MONTHS	30%
24-36 MONTHS	28%
48-60 MONTHS	20%

Some employers may sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

The qualified inexperienced applicants may encounter competition in job seeking. The experienced applicants demand is somewhat greater than the supply, therefore, experienced applicants will have a little less competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	1050, large
7 YEAR GROWTH:	240
7 YEAR GROWTH RATE:	23%, much faster than average
TURNOVER:	15% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost one third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 8% last year. Most employers are expecting this occupation to grow for the next three years, while some are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.15	\$20.00	\$9.50
New, experienced	\$5.00	\$25.00	\$13.21
3 years with firm	\$6.50	\$30.00	\$14.53

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 37%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	43	14
PAID SICK LEAVE	57	14
RETIREMENT PLANS	43	14
MEDICAL INSURANCE	86	14
DENTAL INSURANCE	43	14
VISION INSURANCE	14	0
LIFE INSURANCE	14	0
CHILD CARE	0	0

WORK PATTERNS

Most employment positions in this occupation are part-time (3-33hr/wk), some are full-time(34-45hr/wk),but only a few are temporary or seasonal (34-56hr/wk).

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	71
CURRENT EMPLOYEE REFERRALS:	61
PRIVATE VOCATIONAL SCHOOLS:	17
IN-HOUSE PROMOTION OR TRANSFER:	22
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	27
UNSOLICITED WALK-INS:	34
EDD:	2

Another method of recruitment that is used by a few employers is, hiring their own students/graduates.

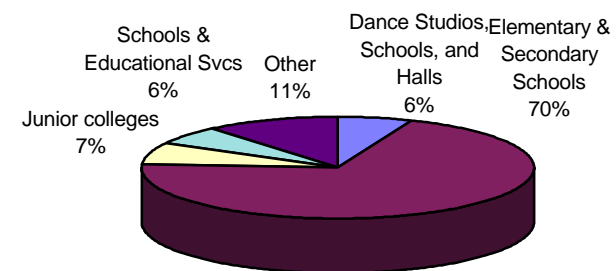
GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** include having their credentials, ability to teach their subjects, and have computer knowledge; **physical skills** such as abilities to lift up to 20 pounds, with frequent reaching, handling, fingering, talking, and listening, with near and far acuity, depth perception and color vision; **personal skills** such as abilities to work as part of a team, use ingenuity and imagination, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include current computer skills, new software programs and programming, approved credentials, current technique & new idea's, and better basics (reading, writing, and spelling).

PROMOTIONAL OPPURTUNITIES available for most employees include management/supervisor (service specialist or information system), religious tutor, chief flight instructor, counselor, director of aerobics, unit director and up t principal.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **traditional occupation for women** with 62% being female (based on 19 of 19 respondents); **unionized employees** are at almost 9%; and **other job titles** include teacher/instructor (language, dance, driving, flying, assistant, or tech), program assistant, and personal trainer.

EMPLOYING INDUSTRIES

D.O.T. Codes: 097.227-010, 099.223-010, 099.224-014, 099.227-026-XXX, 159.021-010, 150.027-014...

19 firms, representing 401 employees responded to the survey.

Packaging and Filling Machine Operators and Tenders

OES Number 929740

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT 100 %
There were no required training skills reported in this occupation.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

Not difficult

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

Little difficulty

Qualified inexperienced applicants may have a very competitive job search, while experienced may encounter a little less competition in job seeking

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

NOT REQUIRED	56%
1 MONTHS	39%
36 MONTHS	5%

PROJECTIONS & TURNOVER

1994 SIZE:	770, Large
7 YEAR GROWTH:	110
7 YEAR GROWTH RATE:	14%, Faster than average

TURNOVER:	10% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for almost two third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% last year. Many employers are expecting this occupation to grow for the next three years, while almost as many are expecting it to remain stable.

COMPENSATION

WAGES	Low	HIGH	MEDIAN
New, no experience	\$5.15	\$13.15	\$6.90
New, experienced	\$5.05	\$14.00	\$7.25
3 years with firm	\$5.85	\$14.50	\$8.94

Wages reflect both union and non-union.

BENEFITS

(% of benefits offered by employers with benefits)	% EMPLOYERS W/ BENEFITS	94%
	% FULL-TIME EMPLOYEES	% PART-TIME EMPLOYEES
PAID VACATION	100	0
PAID SICK LEAVE	76	0
RETIREMENT PLANS	88	6
MEDICAL INSURANCE	100	6
DENTAL INSURANCE	94	0
VISION INSURANCE	76	0
LIFE INSURANCE	65	0
CHILD CARE	0	0

WORK PATTERNS

Most employment positions in this occupation are full-time (37-56hr/wk). There are some part-time positions (20hr/wk) in the county. There are almost no temporary or seasonal positions(35-40hr/wk) reported in this occupation.

RECRUITMENT

METHOD	% OF ALL POSITIONS FILLED LAST YEAR
NEWSPAPER ADVERTISEMENTS:	52
CURRENT EMPLOYEE REFERRALS:	10
PRIVATE VOCATIONAL SCHOOLS:	16
IN-HOUSE PROMOTION OR TRANSFER:	0
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	52
UNSOLICITED WALK-INS:	79
EDD:	16
UNION HALL REFERRALS	

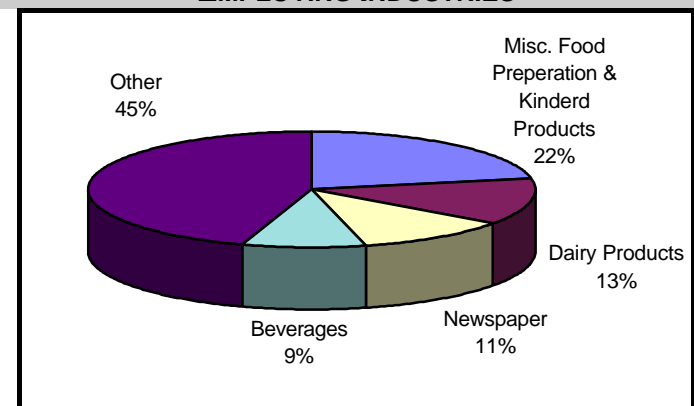
GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to use basic computer skills, automation, and product codes is a plus; **physical skills** such as abilities to concentrate for long periods of time and to perform precision work; **personal skills** such as abilities to work as part of a team, use ingenuity and imagination, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include knowledge of.

PROMOTIONAL OPPORTUNITIES available for most employees include management,

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 7% being female (based on 16 of 18 respondents); **unionized employees** are at 60%; and **other job titles** include packers, baggers, mixer,tech-3, clerks & Cutters, general labor packing, warehouse workers, and plant workers.

EMPLOYING INDUSTRIES

D.O.T. Codes: 646.685-094-XXX, 695395-014, 6923682-058, 692.685-114-XXX and 694.685-026-XXX
18 firms, representing 369 employees responded to the survey.

Painters, Paperhangers- Construction and Maintenance

OES Number 874020

Painters paint walls, equipment, building, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
--	---

LESS THAN HIGH SCHOOL	18%
HIGH SCHOOL OR EQUIVALENT	73%
COLLEGE BUT NO DEGREE	9%
Some employers require previous training in related fields.	

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, while qualified experienced applicants may have a little less competition finding a job.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	46%
3-6 MONTHS	27%
12 MONTHS	18%
36 MONTHS	9%

Most employers are looking for experience as a residential/commercial painter, apprentice, prep worker or a journeyman. Some Employers may sometimes substitute training for experience.

PROJECTIONS & TURNOVER

1994 SIZE:	540, medium
7 YEAR GROWTH:	110
7 YEAR GROWTH RATE:	20%, Much faster than average
TURNOVER:	4% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for just over one third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of less than 1% last year. Most employers are expecting this occupation to remain stable over the next three years but some are expecting growth.

COMPENSATION

	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
<u>WAGES</u>	<u>NON/UNION</u>	<u>NON/UNION</u>	<u>NON/UNION</u>
New, no experience	\$5.00/7.55	\$7.00/7.85	\$5.50/7.71
New, experienced	\$5.00/7.85	\$10.00/20.30	\$7.00/14.20
3 years with firm	\$6.00/11.25	\$15.00/20.30	\$10.11/16.70

BENEFITS

(% of benefits offered by employers with benefits)

<u>% EMPLOYERS W/ BENEFITS</u>	<u>67%</u>
<u>% FULL-TIME</u>	<u>% PART-TIME</u>
<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
PAID VACATION	70
PAID SICK LEAVE	30
RETIREMENT PLANS	50
MEDICAL INSURANCE	100
DENTAL INSURANCE	60
VISION INSURANCE	60
LIFE INSURANCE	30
CHILD CARE	0

A few of the employers offer a union package to full time employees.

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire; **technical skills** such as abilities to prep a surface for painting or papering, paint or paper; **physical skills** such as abilities to climb, balance, stoop, kneel, crouch, reach, handle, feel, hear, smell, and have good color vision; **personal skills** such as abilities to work as part of a team, interact well with others; and **basic skills** such as abilities to follow instructions.

EMERGING TECHNOLOGY AND SKILLS there were no new skills mentioned, but a few employers would like to see more supervisory skills and product knowledge.

PROMOTIONAL OPPORTUNITIES available for most employees include management, estimator, customer service, distribution supervisor, or vice-president.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 4% being female (based on 15 of 15 respondents); **unionized employees** are at 8%; and **other job titles** include journeyman, apprentice, prep person, lead painter, spraymen and paper hanger.

WORK PATTERNS

Almost all employment positions in this occupation are full-time (35-40hr/wk).

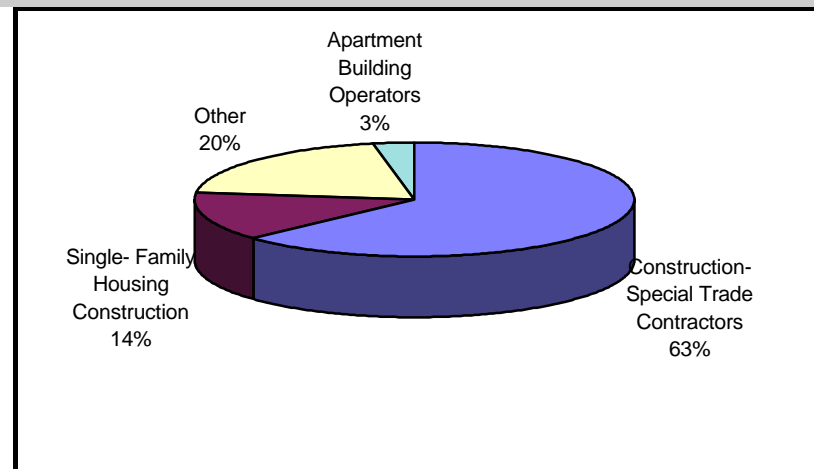
There are a few part-time (20-30hr/wk) and temporary(20-40hr/wk) positions

In the county, but there are no seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST</u>
	<u>YEAR</u>
NEWSPAPER ADVERTISEMENTS:	9
CURRENT EMPLOYEE REFERRALS:	100
PRIVATE VOCATIONAL SCHOOLS:	9
IN-HOUSE PROMOTION OR TRANSFER:	18
PRIVATE EMPLOYMENT AGENCIES:	9
PUBLIC SCHOOLS AND TRAINING	18
PROGRAMS:	55
UNSOLICITED WALK-INS:	36
EDD:	45
UNION HALL REFERRALS	

There were no other forms of recruitment reported in this survey.

EMPLOYING INDUSTRIES

D.O.T. Codes: 840.381-010-XXX, 840.681-010, 840.684-010, 841.381-010, 845.681-010 and 869.664-014

15 firms, representing 186 employees responded to the survey.

Plumbers, Pipefitters, and Steamfitters

OES Number 875020

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. This does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
--	---

HIGH SCHOOL OR EQUIVALENT	84%
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COLLEGE BUT NO DEGREE	16%
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A few employers require the plumber code class while a few others require enrollment in the apprenticeship program.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

NOT REQUIRED	1%
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1-12 MONTHS	13%
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24 MONTHS	5%
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36 MONTHS	65%
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48 OR MORE MONTHS	16%
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Some employers may sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may experience competition in job seeking, while qualified experienced applicants may find the demand is greater than the supply creating a demand for the applicants.

PROJECTIONS & TURNOVER

1994 SIZE:	560, medium
7 YEAR GROWTH:	110
7 YEAR GROWTH RATE:	20%, Much faster than average

TURNOVER:	7% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for almost one tenth of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% last year. Many employers are expecting this occupation to remain stable for the next three years while some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>LOW</u> <u>NON/UNION</u>	<u>HIGH</u> <u>NON/UNION</u>	<u>MEDIAN</u> <u>NON/UNION</u>
New, no experience	\$5.15/18.00	\$10.00/18.00	\$6.25/18.00
New, experienced	\$7.00/8.00	\$14.00/25.80	\$11.50/10.00
3 years with firm	\$9.00/15.00	\$17.50/26.80	\$14.00/24.00

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 80%

	<u>% FULL-TIME</u> <u>EMPLOYEES</u>	<u>% PART-TIME</u> <u>EMPLOYEES</u>
PAID VACATION	75	0
PAID SICK LEAVE	0	0
RETIREMENT PLANS	42	0
MEDICAL INSURANCE	83	0
DENTAL INSURANCE	33	0
VISION INSURANCE	42	0
LIFE INSURANCE	67	0
CHILD CARE	0	0

A few employers stated they used a union package.

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as being proficient with the plumber codes and classes; **physical skills** such as abilities to lift up to 100 lbs., occasional climb, balance, stoop, kneel, crouch and accommodate with frequent reaching, handling and depth perception; **personal skills** such as abilities to work as part of a team, use ingenuity and imagination, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include knowledge of spreadsheets, word processing, database software and desktop publishing. Employers had very specific software and programming needs including AS 400, Novell, Intranet, Internet, HP 3000, Wang, Cobol, Windows NT, virus protection, and accounting. Some of these needs are currently unmet. Employers also mentioned the need for new skills in hardware and improved creativity. A few employers felt that specific programming languages and mainframe technology were becoming obsolete.

PROMOTIONAL OPPORTUNITIES available for most employees include management, senior software engineer and senior information analyst.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 7% being female (based on 16 of 18 respondents); **unionized employees** are at 60%; and **other job titles** include plumbers helper, laborers, installers, service tech, apprentice and journeyman plumbers.

WORK PATTERNS

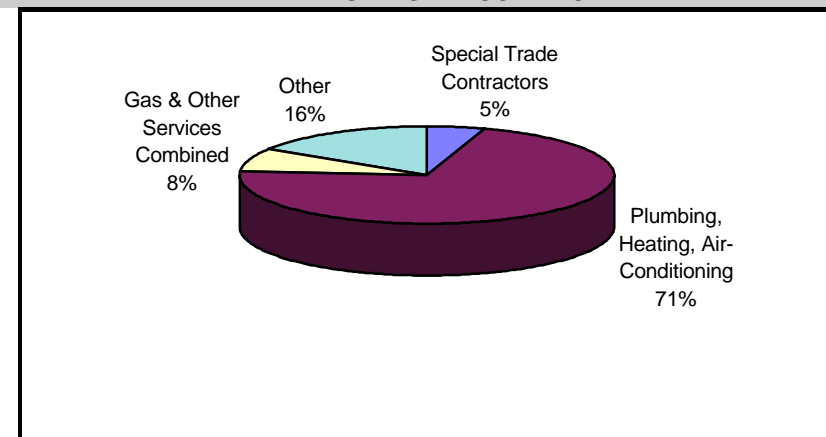
Almost all employment opportunities in this occupation are full-time (37-40hr/wk). There are a few part-time opportunities (15-25hr/wk) in the county.

There are no temporary or seasonal positions reported in this occupation.

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST**

YEAR

NEWSPAPER ADVERTISEMENTS:	13
CURRENT EMPLOYEE REFERRALS:	85
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	0
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING	0
PROGRAMS:	6
UNSOLICITED WALK-INS:	0
EDD:	10
UNION HALL REFERRALS	

EMPLOYING INDUSTRIES

D.O.T. Codes: 862.261-010, 862.281-010-XXX, 862.361-014-XXX, 862.381-014-XXX, 862.681-010, 862.682-010 and 862.684-034.

15 firms, representing 174 employees responded to the survey.

Residential Counselors

OES Number 273070

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
High School or Equivalent	50%
COLLEGE BUT NO DEGREE	20%
ASSOCIATE DEGREE	8%
BACHELOR DEGREE	22%

Some employers require alcohol and/or drug certificate while others want the course work. CPR and first aid, 60 units w/9 in social service, or a BA in Child care.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	15%
12 MONTHS	30%
24 MONTHS	35%
36 MONTHS	8%
60 OR MORE MONTHS	12%

Most employers require some kind of specialized experience in their field, such as 12 step involvement, social services, alcohol and drug abuse, foster care, disabled, etc.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, while the experienced applicants may have a little less competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	480, medium
7 YEAR GROWTH:	140
7 YEAR GROWTH RATE:	29%, much faster than average
TURNOVER:	22% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost four fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 2% last year. Most employers are expecting this occupation to remain stable for the next three years while some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>High</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$7.50	\$5.50
New, experienced	\$5.00	\$14.50	\$6.25
3 years with firm	\$5.25	\$15.95	\$8.00

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 77%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	20
PAID SICK LEAVE	80	20
RETIREMENT PLANS	40	10
MEDICAL INSURANCE	100	20
DENTAL INSURANCE	60	10
VISION INSURANCE	40	10
LIFE INSURANCE	40	10
CHILD CARE	10	0

GENERAL INFORMATION

SKILL needs vary depending on the employer, some desire: **technical skills** such as word processing and database software; **physical skills** include lifting or carrying a maximum of 10 lbs. With frequent reaching, handling, fingering, talking, and hearing with occasionally near acuity; **personal skills** include interacting well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read, write and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computer literacy, Interpersonal communications, anger management, independent living skills training, statistics, and therapy course work.

PROMOTIONAL OPPORTUNITIES available for most employees include management, supervisor or maybe qualified M/R professional.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for men** with 25% being male (based on 16 of 16 respondents); and **other job titles** include managers and direct care instructors.

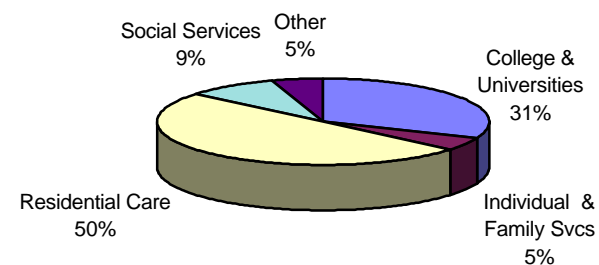
WORK PATTERNS

Most employment opportunities in this occupation are full-time (36-40hr/wk).

There are some part-time (20-30hr/wk) and a few temporary (4hr/wk) Opportunities in this county. There were no seasonal positions reported in this Occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	83
CURRENT EMPLOYEE REFERRALS:	93
PRIVATE VOCATIONAL SCHOOLS:	5
IN-HOUSE PROMOTION OR TRANSFER:	43
PRIVATE EMPLOYMENT AGENCIES:	5
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	22
UNSOLICITED WALK-INS:	12
EDD:	15

EMPLOYING INDUSTRIES

D.O.T. Code:154.167-186

13 firms, representing 217 employees responded to the survey.

Salespersons-Retail (Except Vehicle Sales)

OES Number 490112

Retail Salespersons sell a variety of merchandise to the public, they assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays, Do not include workers who work primarily as Cashiers.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
HIGH SCHOOL OR EQUIVALENT	52%
COLLEGE BUT NO DEGREE	48%

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
NOT REQUIRED	40%
6 MONTHS	35%
12 MONTHS	10%
24 OR MORE MONTHS	15%

Most employers are looking for experience in sales related to their field. Many employers will sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

The qualified inexperienced as well as the experienced applicants may encounter competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	8320, Very Large
7 YEAR GROWTH:	720
7 YEAR GROWTH RATE:	9%, slower than average
TURNOVER:	21% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost three fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of far less than 1% last year. Most employers are expecting this occupation to remain stable for the next three years and some are expecting it to grow but a few are expecting it to decline.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$4.75	\$8.00	\$5.05
New, experienced	\$5.00	\$18.40	\$5.76
3 years with firm	\$6.00	\$17.00	\$8.00
Some employers pay commission only.			

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>		<u>100%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME</u>	<u>% PART-TIME</u>	
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>	
PAID VACATION	84	32	
PAID SICK LEAVE	84	32	
RETIREMENT PLANS	68	26	
MEDICAL INSURANCE	84	42	
DENTAL INSURANCE	79	16	
VISION INSURANCE	37	16	
LIFE INSURANCE	79	21	
CHILD CARE	5	0	

Few employers specified part-time employees pay for their 401K retirement.

GENERAL INFORMATION

SKILL needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to use a computer; **physical skills** such as abilities to do light lifting, stand on your feet for long periods, occasionally stoop, and finger, with frequent, reaching, handling, talking, listening and have a good field of vision; **personal skills** might include the ability to work as part of a team, with the customers and under pressure; and **basic skills** such as abilities to read, write, follow instructions, and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computer literacy and job skills.

PROMOTIONAL OPPORTUNITIES available for most employees include management, administration, and clerical office.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is an **occupation for women** with 65% being female (based on 20 of 20 respondents); and **other job titles** include Sales associate, counter people, sales and credit associates and sales clerk.

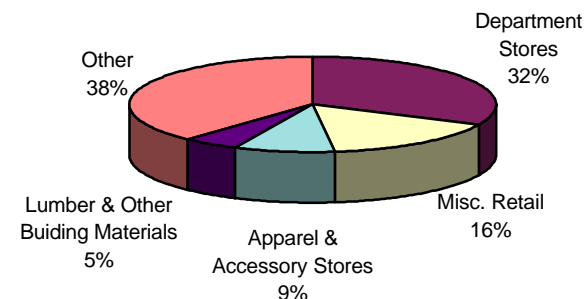
WORK PATTERNS

Most employment opportunities in this occupation are part-time (16-28hr/wk).

There are some full-time opportunities (28-45hr/wk) in the county. There are a few temporary-on call positions (5-27hr/wk) available in the county. there were no seasonal positions reported in this occupation

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST</u>
	<u>YEAR</u>
NEWSPAPER ADVERTISEMENTS:	71
CURRENT EMPLOYEE REFERRALS:	77
PRIVATE VOCATIONAL SCHOOLS:	2
IN-HOUSE PROMOTION OR TRANSFER:	71
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING	25
PROGRAMS:	96
UNSOLICITED WALK-INS:	33
EDD:	

EMPLOYING INDUSTRIES

D.O.T. Codes: 261.351-010, 261.354-010, 261.357-018-XXX, 262.357-014-XXX, 270.352-010-XXX, 271.357-014, 272.357-022...

20 firms, representing 1125 employees responded to the survey.

Sales Representatives-Except Scientific and Related Products and Services and Retail

OES Number 490080

Sales Representatives, Except Scientific and Related Products, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
HIGH SCHOOL OR EQUIVALENT	16%
COLLEGE BUT NO DEGREE	5%
ASSOCIATE DEGREE	63%
BACHELOR DEGREE	16%

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, but experienced applicants may have a little less competition in job seeking.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
NOT REQUIRED	21%
6-12 MONTHS	53%
24 MONTHS	5%
36 OR MORE MONTHS	21%

Most employers are looking for experience in related field. Some employers may sometimes substitute training for experience.

PROJECTIONS & TURNOVER

1994 SIZE:	2230, Very large
7 YEAR GROWTH:	110
7 YEAR GROWTH RATE:	5%, slower than average
TURNOVER:	6% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost one third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 9% last year. Most employers are expecting this occupation to grow for the next three years and some are expecting it to remain stable.

COMPENSATION

WAGES	Low	HIGH	MEDIAN
New, no experience	\$5.45	\$12.50	\$11.51
New, experienced	\$5.45	\$17.75	\$12.39
3 years with firm	\$5.45	\$24.00	\$15.80

Some employers pay commission only after probation period, and a few employers pay for car and gas expenses.

BENEFITS	% EMPLOYERS W/ BENEFITS	93%
(% of benefits offered by employers with benefits)	% FULL-TIME EMPLOYEES	% PART-TIME EMPLOYEES
PAID VACATION	93	0
PAID SICK LEAVE	79	0
RETIREMENT PLANS	79	0
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	86	0
VISION INSURANCE	79	0
LIFE INSURANCE	86	0
CHILD CARE	0	0

Some employers specified 401 K plan.

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as knowledge of product ; **physical skills** such as abilities to concentrate for long periods of time and to perform precision work; **personal skills** such as abilities to work alone, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and write and mathematics.

EMERGING TECHNOLOGY AND SKILLS mentioned are computer literacy, customer management, internet, laptop usage, interpersonal team skills and product knowledge.

PROMOTIONAL OPPORTUNITIES available for most employees include management, senior software engineer and senior information analyst.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 15% being female (based on 19 of 19 respondents); and **other job titles** include outside sales, order desk, customer service, sales manager, territory representatives or associate.

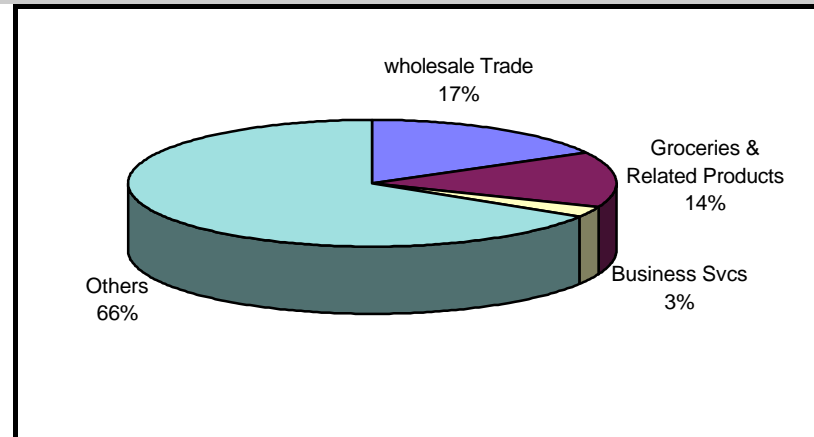
WORK PATTERNS

Almost all employment opportunities in this occupation are full-time (40-55hr/wk). There are almost no part-time opportunities (20hr/wk) in the county.

There were no temporary/on-call or seasonal positions reported in this occupation.

RECRUITMENT

METHOD	% OF ALL POSITIONS FILLED LAST YEAR
NEWSPAPER ADVERTISEMENTS:	68
CURRENT EMPLOYEE REFERRALS:	89
PRIVATE VOCATIONAL SCHOOLS:	11
IN-HOUSE PROMOTION OR TRANSFER:	26
PRIVATE EMPLOYMENT AGENCIES:	58
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	5
UNSOLICITED WALK-INS:	42
EDD:	5
UNION HALL REFERRALS:	5

EMPLOYING INDUSTRIES

D.O.T. Codes: 160.159-027,260.259-010,260.357-010-XXX, 261.357-010-XXX, 269.357-014-XXX, 273.357-022...

15 firms, representing 112 employees responded to the survey.

Secretaries, General

OES Number 551080

Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filling correspondence and other records. They may perform various other assigned clerical duties. This does not include Medical or Legal Secretaries.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:	PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:
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HIGH SCHOOL OR EQUIVALENT	38%
COLLEGE BUT NO DEGREE	62%

Most employers require typing and/or computer certificates while a few require knowledge of medical terminology or accounting.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:	EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):
--	--

3-12 MONTHS	5%
24 MONTHS	75%
36 MONTHS	20%

Many employers are looking for experience as a receptionist or possession of clerical, accounting, and/or administration skills. A few employers may sometimes substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Qualified inexperienced applicants will have a very competitive job search, while the experienced may encounter a little less competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	4230, Very large
7 YEAR GROWTH:	320
7 YEAR GROWTH RATE:	8%, slower than average

TURNOVER:	10% annually
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TURNOVER: Employer hiring to fill openings from turnover accounted for just over one half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 5% last year. Many employers are expecting this occupation to remain Stable for the next three years and almost as many are expecting it to grow.

COMPENSATION

	<u>LOW</u>	<u>HIGH</u>	<u>MEDIAN</u>
<u>WAGES</u>	<u>NON/UNION</u>	<u>NON/UNION</u>	<u>NON/UNION</u>
New, no experience	\$5.00/10.00	\$13.00/10.20	\$6.21/10.11
New, experienced	\$6.50/7.00	\$14.00/11.65	\$8.00/10.00
3 years with firm	\$8.65/10.35	\$16.00/13.05	\$10.00/12.00

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 100%

	<u>% FULL-TIME</u>	<u>% PART-TIME</u>
	<u>EMPLOYEES</u>	<u>EMPLOYEES</u>
PAID VACATION	95	0
PAID SICK LEAVE	79	0
RETIREMENT PLANS	68	0
MEDICAL INSURANCE	100	0
DENTAL INSURANCE	68	0
VISION INSURANCE	74	0
LIFE INSURANCE	58	0
CHILD CARE	5	0

GENERAL INFORMATION

SKILL needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities to type 55 WPM and up, know the computer and clerical skills; **physical skills** such as abilities to lift light objects with occasional stooping and kneeling and frequent reaching, handling and fingering; **personal skills** such as abilities to work as part of a team, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include more knowledge of computer software, accounting and math skills. But some of the things that are becoming obsolete are shorthand, dictation and DOS.

PROMOTIONAL OPPORTUNITIES available for most employees include management or supervisor, lead or senior secretary, project coordinator, medical staff manager and administrative secretary..

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **traditional occupation for women** with 98% being female (based on 19 of 19 respondents); **unionized employees** are at 26%; and **other job titles** include Clerical assistants, executive secretary, receptionist, secretary I, II, III and IV, bookkeeper assistant office staff and administrative assistant I, II, and III.

WORK PATTERNS

Almost all employment opportunities in this occupation are full-time (36-40hr/wk). There are a few part-time opportunities (24-30 hr/wk) in the county.

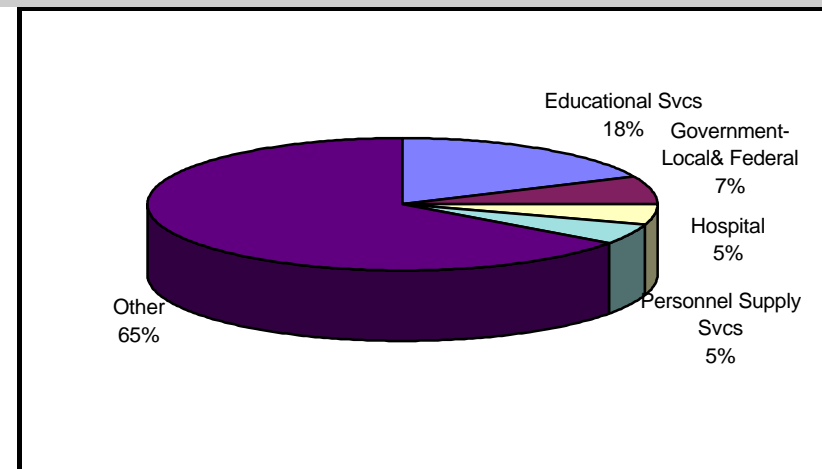
There are almost no temporary and no seasonal positions reported in this occupation.

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST**

YEAR

NEWSPAPER ADVERTISEMENTS:	82
CURRENT EMPLOYEE REFERRALS:	52
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	73
PRIVATE EMPLOYMENT AGENCIES:	8
PUBLIC SCHOOLS AND TRAINING	0
PROGRAMS:	80
UNSOLICITED WALK-INS:	0
EDD:	0
UNION HALL REFERRALS	

Another method of recruitment that is used by a few employers is job posting.

EMPLOYING INDUSTRIES

D.O.T. Codes: 201.162-010, 201.362-018-XXX and 219.362-074
19 firms, representing 374 employees responded to the survey.

Secretaries, Legal

OES Number 551020

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
HIGH SCHOOL OR EQUIVALENT	39%
COLLEGE BUT NO DEGREE	39%
ASSOCIATE DEGREE	23%

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Not difficult
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, while experienced applicants may encounter less difficulty in his/her job search.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
6-12 MONTHS	26%
24 MONTHS	8%
36 MONTHS	32%
48 MONTHS	34%

Most employers are looking for experience as a Legal Secretary I, II, knowledge of litigation, insurance defense or workman's comp. Many employers may substitute training for experience.

PROJECTIONS & TURNOVER

1994 SIZE:	610, medium
7 YEAR GROWTH:	140
7 YEAR GROWTH RATE:	23%, Much faster than average
TURNOVER:	13% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for over four fifths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of less than 1% last year. Many employers are expecting this occupation to remain stable for the next three years while some are expecting it to grow.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>High</u>	<u>MEDIAN</u>
New, no experience	\$8.10	\$16.40	\$10.55
New, experienced	\$9.20	\$16.95	\$13.12
3 years with firm	\$9.70	\$18.65	\$14.96
Some Employers pay a bonus, but only a few are Christmas bonuses.			

<u>BENEFITS</u>	<u>% EMPLOYERS W/ BENEFITS</u>	<u>100%</u>
(% of benefits offered by employers with benefits)	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	11
PAID SICK LEAVE	100	11
RETIREMENT PLANS	89	11
MEDICAL INSURANCE	100	6
DENTAL INSURANCE	61	6
VISION INSURANCE	33	0
LIFE INSURANCE	78	6
CHILD CARE	11	6

Some employers specified 401 K retirement plans for part-time employees.

GENERAL INFORMATION

SKILLS needs vary depending on the employer, but employers generally desire: **technical skills** such as abilities to use computers proficiently and legal terminology; **physical skills** such as abilities to sit for long periods of time, with lifting no more than ten pounds at a time, be able to do frequent reaching, handling, fingering, talking, listening and occasional color vision; **personal skills** such as abilities to work as part of a team, by oneself; **basic skills** include the ability to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include advanced computer skills, legal terminology updates and supervisory skills. **Obsolete skills** will be shorthand and dictation.

PROMOTIONAL OPPORTUNITIES available for most employees include paralegal, office manager and lawyer.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for men** with 3% being male (based on 18 of 18 respondents); and **other job titles** include law clerk, legal assistant and administration assistant.

WORK PATTERNS

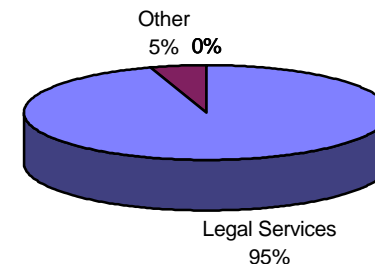
Almost all employment positions in this occupation are full-time (37-50hr/wk).

There are a few part-time positions (20-30hr/wk) in the county. There are almost no temporary and no seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	94
CURRENT EMPLOYEE REFERRALS:	65
PRIVATE VOCATIONAL SCHOOLS:	16
IN-HOUSE PROMOTION OR TRANSFER:	26
PRIVATE EMPLOYMENT AGENCIES:	35
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	23
UNSOLICITED WALK-INS:	19
EDD:	3

Another method of recruitment that is used by a few employers includes law school job fairs.

EMPLOYING INDUSTRIES

D.O.T. Code: 201.362-010

18 firms, representing 199 employees responded to the survey.

Stock Clerks-Sales Floor

OES Number 490210

Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
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HIGH SCHOOL OR EQUIVALENT	91%
COLLEGE BUT NO DEGREE	9%

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
--	--

NOT REQUIRED	76%
6 MONTHS	15%
12 MONTHS	9%

Most employers are looking for experience in stocking such as food, pet shop sales and shipping & receiving. Many employers may substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Little difficulty

Both qualified inexperienced and experienced applicants may encounter competition in job seeking.

PROJECTIONS & TURNOVER

1994 SIZE:	2090, Very large
7 YEAR GROWTH:	160
7 YEAR GROWTH RATE:	8%, slower than average

TURNOVER:	21% annually
------------------	--------------

TURNOVER: Employer hiring to fill openings from turnover accounted for almost two-third of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just under 3% last year. Many employers are expecting this occupation to grow for the next three years while many are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>HIGH</u>	<u>MEDIAN</u>
New, no experience	\$5.00	\$7.70	\$5.50
New, experienced	\$5.00	\$8.50	\$5.75
3 years with firm	\$5.50	\$10.00	\$7.50

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 94%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	100	25
PAID SICK LEAVE	94	25
RETIREMENT PLANS	75	13
MEDICAL INSURANCE	100	19
DENTAL INSURANCE	81	13
VISION INSURANCE	63	6
LIFE INSURANCE	81	13
CHILD CARE	6	0

A few employers have 401-K for part-time employees, and a few of those are partial payment for the employees.

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** there were none reported in this survey; **physical skills** such as the ability to lift up to 100 lbs., with frequent stooping, crouching, reaching, handling talking and listening; plus occasionally balancing, and using field of vision; **personal skills** such as abilities to work as part of a team, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read, follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computers with no real skills becoming obsolete.

PROMOTIONAL OPPORTUNITIES available for most employees include various management positions, merchant support, inside and outside sales.

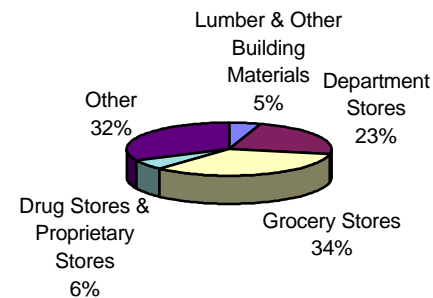
OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 37% being female (based on 17 of 17 respondents); and **other job titles** include merchandise control clerk, stockers, retail representatives, stock replenishing associates, night manager, and utility clerks.

WORK PATTERNS

Most employment positions in this occupation are Part-time (15-36hr/wk). There are some full-time positions (35-50hr/wk) in the county. There were no temporary or seasonal positions reported in this occupation.

RECRUITMENT

<u>METHOD</u>	<u>% OF ALL POSITIONS FILLED LAST YEAR</u>
NEWSPAPER ADVERTISEMENTS:	25
CURRENT EMPLOYEE REFERRALS:	50
PRIVATE VOCATIONAL SCHOOLS:	8
IN-HOUSE PROMOTION OR TRANSFER:	42
PRIVATE EMPLOYMENT AGENCIES:	8
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	83
UNSOLICITED WALK-INS:	40
EDD:	
Other methods of recruitment that are used by a few employers include store postings, word of mouth and job fair.	

EMPLOYING INDUSTRIES

D.O.T. Codes: 299.367-014 and 299.677-014
17 firms, representing 331 employees responded to the survey.

Truck Drivers, Light- Include Delivery and Route Workers

OES Number 971050

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. This does not include workers whose duties include sales.

EDUCATION & TRAINING

EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:

PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:

HIGH SCHOOL OR EQUIVALENT 100%
Many employers want a valid California Drivers license and a few employers want a clean drug test

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED INEXPERIENCED APPLICANTS:

Little difficulty

DIFFICULTY FINDING QUALIFIED EXPERIENCED APPLICANTS:

Little difficulty

Both inexperienced and experienced applicants may encounter competition in job seeking.

EXPERIENCE

DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:

EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):

NOT REQUIRED	82%
3 MONTHS	3%
12 MONTHS	15%

Some employers are looking for experienced drivers, a few with delivery experience and product knowledge. Some employers may substitute training for experience.

PROJECTIONS & TURNOVER

1994 SIZE:	2510, Very large
7 YEAR GROWTH:	290
7 YEAR GROWTH RATE:	12%, slower than average

TURNOVER: 21% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost one half of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of 12% last year. Many employers are expecting this occupation to remain stable for the next three years and almost as many are expecting it to grow.

COMPENSATION

WAGES	Low	HIGH	MEDIAN
New, no experience	\$5.00	\$15.55	\$6.00
New, experienced	\$5.15	\$15.55	\$7.00
3 years with firm	\$6.00	\$15.55	\$9.00

A few employers have a bonus.

BENEFITS	% EMPLOYERS W/ BENEFITS		94%
(% of benefits offered by employers with benefits)	% FULL-TIME EMPLOYEES	% PART-TIME EMPLOYEES	
PAID VACATION	80	0	
PAID SICK LEAVE	67	0	
RETIREMENT PLANS	27	0	
MEDICAL INSURANCE	100	7	
DENTAL INSURANCE	47	0	
VISION INSURANCE	40	7	
LIFE INSURANCE	47	0	
CHILD CARE	0	0	

WORK PATTERNS

Most of the employment positions in this occupation are full-time (40-50hr/wk). There are a few part-time and temporary positions (10-30hr/wk) in county. There were no seasonal positions reported in this occupation.

RECRUITMENT

METHOD	% OF ALL POSITIONS FILLED LAST YEAR
NEWSPAPER ADVERTISEMENTS:	77
CURRENT EMPLOYEE REFERRALS:	65
PRIVATE VOCATIONAL SCHOOLS:	3
IN-HOUSE PROMOTION OR TRANSFER:	10
PRIVATE EMPLOYMENT AGENCIES:	0
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	5
UNSOLICITED WALK-INS:	0

EDD:

Other methods of recruitment that are used by a few employers include the Fresno Workforce Development Board.

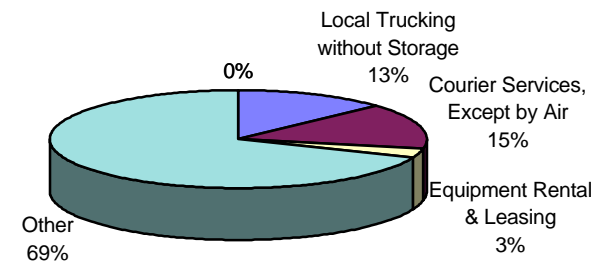
GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as a clean DMV record and /or drug test; **physical skills** such as abilities to lift a maximum of 50 lbs with frequent lifting and/or carrying, reaching and handling, occasional stooping and kneeling.; **personal skills** such as abilities to interact well with others, and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include computer literacy and computerized bar codes. An obsolete skill mentioned was small parts delivery.

PROMOTIONAL OPPORTUNITIES available for most employees include management, inside clerical, counter, warehouse, wholesale, dispatching, outside sales, and press feeder.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 13% being female (based on 16 of 16 respondents); and **other job titles** include Driver, delivery person(freight and/or part), stock clerk, shipping/receiving, installer, cleaning technicians, and courier.

EMPLOYING INDUSTRIES

D.O.T. Codes: 906.683-010-XXX, 913.663-018, and 919.663-002
16 firms, representing 192 employees responded to the survey.

Welders and Cutters

OES Number 939140

Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipeline, automobiles, boilers and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimension as specified by layout, work orders, or blueprints.

EDUCATION & TRAINING

<u>EDUCATIONAL LEVEL OF EMPLOYEES HIRED DURING THE LAST 12 MONTHS:</u>	<u>PERCENTAGE OF EMPLOYEES AT THIS EDUCATION LEVEL:</u>
LESS THAN HIGH SCHOOL	8%
HIGH SCHOOL OR EQUIVALENT	92%

A few employers require a Welding Certificate.

EXPERIENCE

<u>DIRECT EXPERIENCE REQUIREMENTS FOR THIS OCCUPATION:</u>	<u>EMPLOYEES HIRED AT THIS LEVEL OF EXPERIENCE (LAST 12 MONTHS):</u>
NOT REQUIRED	10%
2-6 MONTHS	14%
24 MONTHS	33%
36 MONTHS	10%
60 MONTHS	33%

Most employers may substitute training for experience.

EMPLOYER SUPPLY & DEMAND ASSESSMENT

DIFFICULTY FINDING QUALIFIED <u>INEXPERIENCED</u> APPLICANTS:	Little difficulty
DIFFICULTY FINDING QUALIFIED <u>EXPERIENCED</u> APPLICANTS:	Some difficulty

Qualified inexperienced applicants may encounter competition in job seeking, while experienced applicants may have a little less competition.

PROJECTIONS & TURNOVER

1994 SIZE:	390, medium
7 YEAR GROWTH:	20
7 YEAR GROWTH RATE:	5%, slower than average
TURNOVER:	8% annually

TURNOVER: Employer hiring to fill openings from turnover accounted for almost one fourth of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 15% last year. Many employers are expecting occupational growth for the next three years and almost as many are expecting it to remain stable.

COMPENSATION

<u>WAGES</u>	<u>Low</u>	<u>High</u>	<u>MEDIAN</u>
New, no experience	\$4.75	\$10.00	\$6.00
New, experienced	\$7.15	\$17.00	\$9.50
3 years with firm	\$8.00	\$17.50	\$11.50

BENEFITS

(% of benefits offered by employers with benefits)

% EMPLOYERS W/ BENEFITS 79%

	<u>% FULL-TIME EMPLOYEES</u>	<u>% PART-TIME EMPLOYEES</u>
PAID VACATION	87	0
PAID SICK LEAVE	27	0
RETIREMENT PLANS	40	0
MEDICAL INSURANCE	93	0
DENTAL INSURANCE	40	0
VISION INSURANCE	20	0
LIFE INSURANCE	40	0
CHILD CARE	0	0

GENERAL INFORMATION

SKILLS needs vary depending on the employing industry, but most industries generally desire: **technical skills** such as abilities; **physical skills** such as abilities to occasionally lift up to 100 pounds, climb, balance, stoop, kneel, crouch, crawl, reach handle, finger, feel, talk, and listen, have near and far acuity, depth perception and color vision; **personal skills** such as abilities to work as part of a team, interact well with others, work under pressure and possess customer service skills; and **basic skills** such as abilities to read and follow instructions and think logically.

EMERGING TECHNOLOGY AND SKILLS mentioned include knowledge of wire welding, automated welder and more computerization. The only skill that was mentioned as becoming obsolete was stick welding.

PROMOTIONAL OPPORTUNITIES available for most employees include management, foreman, quality control & supervisor, production, leadman, journeyman mechanic.

OTHER RELEVANT INFORMATION: The survey also indicates that the position is a **non-traditional occupation for women** with 0% being female (based on 19 of 19 respondents); **unionized employees** are at 10%; and **other job titles** include fabricator, helpers, layout fitter, utility, specialist, machine operator, mechanic, trailer mechanics, preparation helper, apprentice and journeymen.

WORK PATTERNS

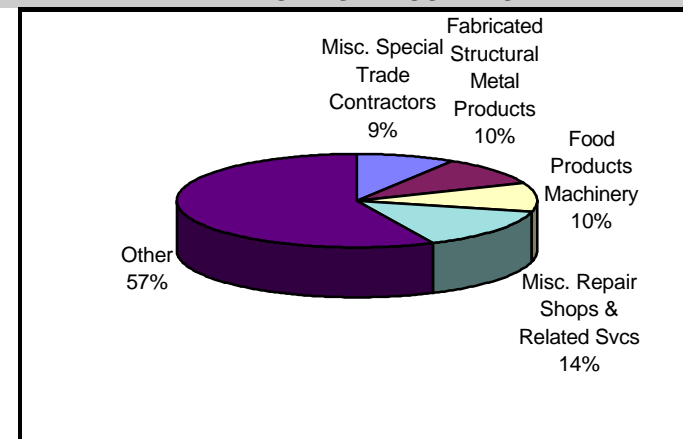
Almost all employment positions in this occupation are full-time (40-52hr/wk). There are a few part-time and temporary positions (16-40hr/wk) in the county and no seasonal positions reported in this occupation.

RECRUITMENT**METHOD****% OF ALL POSITIONS FILLED LAST**

YEAR

NEWSPAPER ADVERTISEMENTS:	63
CURRENT EMPLOYEE REFERRALS:	23
PRIVATE VOCATIONAL SCHOOLS:	0
IN-HOUSE PROMOTION OR TRANSFER:	4
PRIVATE EMPLOYMENT AGENCIES:	15
PUBLIC SCHOOLS AND TRAINING PROGRAMS:	0
UNSOLICITED WALK-INS:	40
EDD:	23

Other methods of recruitment include other stores and temp services.

EMPLOYING INDUSTRIES

D.O.T. Codes: 553.684-010, 613.667-010, 709.684-086, 727.684-022, 810.384-010-XXX, 810.664-010-XXX...

19 firms, representing 179 employees responded to the survey.

TRAINING DIRECTORY

INTRODUCTION

This training directory is a compliment to the 1999 Occupational Outlook Report. As such, it only covers schools or other organizations providing training in the occupations covered in this report. (The occupations surveyed from 1997 to 1999) Sometimes a reference giving an address or a phone number locates a training provider outside of Fresno County. In those instances the training provider's main office may be outside of Fresno County but the vocational training itself takes place in Fresno County.

FRESNO WORKFORCE DEVELOPMENT BOARD TRAINING DIRECTORY

The FWDB also maintains a homepage Training Directory that lists all occupational training programs that are JTPA approved for eligible individuals. Contact the Fresno Workforce Development Board homepage at www.jobsfresno.com and "click" on *TRAINING PROVIDERS*.

TRAINING DIRECTORY PARTS

This Training Directory is divided into two parts:

Part 1: 1997-1999 Occupations Index/Sources of Training

This provides a list of all occupations surveyed in the years from 1997 to 1999. Only those schools that offer some form of credential of completion for that specific occupation are shown under the occupational title.

Part 2: 1999 Vocational Training Providers

This lists all of the known accredited training providers in the 1999 year of survey. We have also provided the school addresses, phone and fax numbers and any known URL or E-mail addresses.

We hope this will provide you with an accurate and user friendly source of information on training providers in Fresno County.

1997-1999 Occupations Index/Sources of Training

Adjustment Clerks

Central Adult Education
Fresno Adult School
Fresno City College
Fresno City College Vocational Training Center
Fresno Regional Occupational Program
Hi Tech Vocational Institute
Microcomputer Educational Center
Reedley College
Sanger Adult School
Selma Adult School
Southern California Graduate School of Theology
Valley Regional Occupational Program
Valley Vocational College

Assemblers & Fabricators

N/A

Automotive Body & Related Repairers

Fresno City College
Fresno City College Vocational Training Center
Fresno Regional Occupational Program

Automotive Mechanics

Fresno Adult School
Hi Tech Vocational Institute
Reedley College
Valley Regional Occupational Program
Valley Vocational College

Bakers

N/A

Billing, Cost & Rate Clerks

N/A

Bookkeeping, Accounting, & Auditing Clerks

Fresno City College

Cabinetmakers & Bench Carpenters

Valley Regional Occupational Program

Chemists

California State University, Fresno
Fresno Pacific University

Combined Food Preparation & Service

N/A

Computer Graphics Specialist

California State University, Fresno
Fresno City College
Valley Regional Occupational Program

Computer Network Technicians

Fresno City College
Fresno City College Vocational Training Center
Heald College – Fresno
Hi Tech Vocational Institute
National Training Institute Inc.
Reedley College

Computer Support Specialists

Heald College-Fresno
National Training Institute Inc.

Cooks-Short Order
N/A

Cooks - Specialty Fast Food
N/A

Corrections Officers & Jailers

California State University, Fresno
Fresno City College
Police Science Institute

Counter & Rental Clerks
N/A

Court Clerks

Fresno City College
Sierra Valley Business College

Dental Assistants

Fresno City College
Galen College of Medical And Dental Assistants
Reedley College

Dental Hygienists

Fresno City College

Dietetic Technicians

Fresno City College

Drivers/Sales Workers
N/A

Electricians

Construction Craft Training Center
Electrical Joint Apprentice & Training Committee
Fresno City College

Excavating & Loading Machine Operators
N/A

Farm Workers, Farm & Ranch Animals
N/A

Financial Managers

A. D. Banker & Company
California State University, Fresno
Fresno Adult School
Fresno City College
Fresno Regional Occupational Program
Southern California Graduate School Of Theology

FirefightersFresno City College

Food Service ManagersCentral Valley Training Center
Management Training /Marketing Association

Guards & Watch GuardsFresno City College
Police Science Institute
Safety First Security Training Academy

Handpackers & Packagers
N/A

Heating & A/C, Refrigeration MechanicsFresno City College

Hosts, HostessesValley Regional Occupational Program

Hotel Desk ClerksManagement Training/Marketing Association

Human Services WorkersFresno City College
Selma Adult School

Industrial Truck & Tractor Operators
N/A

Instructional AidesFresno City College
Reedley College

Instructors- Nonvocational Education
N/A

Insurance Claims ClerksA. D. Banker & Company
Fresno Institute of Technology

Law Clerks
N/A

Library Assistants & Bookmobile DriversFresno City College

Loan & Credit Clerks
N/A

Lodging ManagersCentral Valley Training Center
Management Training/Marketing Association

MachinistFresno City College
Reedley College

Maids & Housekeeping CleanersValley Vocational College

Medical & Clinical Laboratory Assistants**N/A**

Medical & Clinical Laboratory Technologists

Fresno City College

Fresno City College – Training Institute

Medical Assistants

Fresno City College

Fresno Regional Occupational Program

Galen College of Medical And Dental Assistants

Quality College Vocational Careers

Valley Software Educational

Medical Secretaries

Fresno Adult School

Fresno City College

Fresno Institute of Technology

Fresno Regional Occupational Program

Heald College-Fresno

Reedley College

Sierra Valley Business College

Numerical-Control Machine

Fresno City College

Heald College – Fresno

Hi Tech Vocational Institute

Reedley College

Nurse Practitioners**N/A**

Occupational Therapy Assistants & Aides**N/A**

Packaging & Filling Machine Operators**N/A**

Painters, PaperhangersFresno City College

Paralegal Personnel

Central California College School of Law

Fresno City College

San Joaquin College of Law

Pest Controllers & Pest Control Assistants**N/A**

Physical Therapists

California State University, Fresno

Fresno City College

Plumbers, Pipefitters,& Steamfitters

Construction Craft Training Center

Fresno Area Plumbers, Pipe and Refrigeration

Fresno City College

Purchasing Agents & Buyers, FarmFresno City College

Receptionists & Information ClerksReedley College

Recreational Therapists

California State University, Fresno

Residential Counselors

Clovis Adult Education
Fresno City College
Fresno Regional Occupational Program
Reedley College
Valley Regional Occupational Program

Sales Agents-Real Estate

Anthony Schools of Northern California
California State University, Fresno
Fresno City College
Love Real Estate School

Sales Representatives

Fresno City College

Salespersons- Retail

California School Of Technology, Inc
Fresno Adult School
Fresno City College
Fresno Regional Occupational Program
Valley Vocational College

Secretaries- General

Fresno Adult School
Fresno City College
Fresno Institute of Technology
Fresno Regional Occupational Program
Heald College – Fresno
Reedley College
Sierra Valley Business College

Secretaries- Legal

Fresno City College
Fresno Regional Occupational Program
Heald College – Fresno

Sheet Metal Workers

Fresno City College
Fresno Vicinity Sheet Metal Industry Apprentice

Sheriffs & Deputy Sheriffs

N/A

Stock Clerks - Sales Floor

N/A

Surgical Technicians

N/A

Tellers

N/A

Truck Drivers, Light

N/A

Veterinary Assistants

Fresno Regional Occupational Program

Vocational & Educational Counselors

California State University, Fresno

Welders & Cutters

Central Valley Automotive & Machinist

Fresno City College

Selma Adult School

West Hills College

1999 Vocational Training Providers

A. D. Banker & Company
7107 College Boulevard, Suite 1600
Overland Park, KS 66210-4030
Phone: (800) 866-2468
Fax: (913) 451-3766
Internet: N/A
E-mail: N/A

Academy of Excellence
1583 North Roosevelt Avenue
Fresno, CA 93728
Phone: (559) 486-0878
Fax: N/A
Internet: N/A
E-mail: N/A

Anthony Schools of Northern California
822 South Robertson Blvd, Suite 307
Los Angeles, CA 90035
Phone: (559) 431-3000
Fax: (310) 289-9113
Internet: N/A
E-mail: N/A

Aurora's Vocational Training
13034 E. Manning
Parlier, CA 93648
Phone: (559) 646-7542
Fax: (559) 646-2336
Internet: N/A
E-mail: N/A

Beverly Enterprises
2984 North Maroa
Fresno, CA 93704
Phone: (559) 226-9401
Fax: (559) 226-4239
Internet: N/A
E-mail: N/A

California Christian College
4881 East University Avenue
Fresno, CA 93703
Phone: (559) 251-4215
Fax: (559) 251-4231
Internet: N/A
E-mail: cccfresno@aol.com

California School of Professional Psychology
5130 E. Clinton Way
Fresno, CA 93727
Phone: (559) 456-2777
Fax: (559) 253-2267
Internet: N/A
E-mail: mary@mail.cspp.edu

California School of Technology, Inc
5465 E. Hedges Ave.
Fresno, CA 93727
Phone: (559) 456-3902
Fax: (559) 456-4291
Internet: N/A
E-mail: N/A

California State University, Fresno
5150 North Maple Avenue
Fresno, CA 93740-8026
Phone: (559) 278-2191
Fax: (559) 278-4812
Internet: www.csufresno.edu
E-mail: johnwa@csufresno.edu

California State University, Fresno Extended Education
5005 North Maple Avenue, M/s Ed76
Fresno, CA 93740-8025
Phone: (559) 278-0333
Fax: (559) 278-0395
Internet: N/A
E-mail: ceceliam@csufresno.edu

Carpenters Training Committee for Northern California
1335 N. Hulbert Ave.
Fresno, CA 93728
Phone: (559) 251-5097
Fax: (559) 251-2103
Internet: N/A
E-mail: N/A

Central Adult Education
2698 North Brawley
Fresno, CA 93722
Phone: (559) 276-5230
Fax: (559) 276-8204
Internet: N/A
E-mail: fbergmann@netasset.com

Central California College School of Law
2140 Merced Street. Suite 102
Fresno, CA 93721
Phone: (559) 233-4704
Fax: (559) 233-1641
Internet: N/A
E-mail: N/A

Central City Vocational Training
423 W. Main
Santa Maria, CA 93454
Phone: (559) 222-1995
Fax: N/A
Internet: N/A
E-mail: N/A

Central Valley Automotive & Machinist (JAC)
544 W. Olive Ave
Fresno, CA 93728
Phone: (559) 264-2815
Fax: (559) 264-3060
Internet: N/A
E-mail: hwalker@theworks.com

Central Valley Drywall/Lathers (JAC)
1335 N. Hulbert Ave
Fresno, CA 93728
Phone: (559) 264-4350
Fax: (559) 264-6309
Internet: N/A
E-mail: N/A

Central Valley Painters, Decorators & Paperhangers (JAC)
4831 E. Shields #16
Fresno, CA 93726
Phone: (559) 255-2113
Fax: (559) 255-3806
Internet: N/A
E-mail: N/A

Central Valley Roofers, Waterproofers & Allied Workers(JAC)
4831 E. Shields, Room 27
Fresno, CA 93726
Phone: (559) 255-0933
Fax: (559) 255-0983
Internet: N/A
E-mail: N/A

Central Valley Training Center
7592 North Maroa, #103
Fresno, CA 93711
Phone: (559) 448-8696
Fax: (559) 448-8695
Internet: N/A
E-mail: N/A

Clovis Adult Education
1425 David E. Cook Way
Clovis, CA 93611-0575
Phone: (559) 292-3858
Fax: (559) 298-3515
Internet: N/A
E-mail: dlennon@tan.dn1.us

Community Trade & Technical Institute
2212 No. Winery #122
Fresno, CA 93727
Phone: (559) 456-9194
Fax: (559) 456-9270
Internet: N/A
E-mail: N/A

Construction Craft Training Center
26232 Industrial Blvd
Hayward, CA 94545
Phone: (510) 785-2282
Fax: (510) 785-9136
Internet: N/A
E-mail: N/A

Custom Training Solutions
6042 N. Fresno ST., Suite 205
Fresno, CA 93710
Phone: (559) 432-4128
Fax: (559) 432-8766
Internet: N/A
E-mail: N/A

Donald R. Reid & Associates
1925 W. Fedora Avenue
Fresno, CA 93705
Phone: (559) 229-1570
Fax: (559) 224-8535
Internet: N/A
E-mail: donreid@intlsalesinstitute.com

Electrical Joint Apprenticeship & Training Committee (JATC)

5420 E. Hedges
Fresno, CA 93727
Phone: (559) 251-5174
Fax: (559) 251-8402
Internet: N/A
E-mail: N/A

Federico Colleges/Federico beauty colleges

5660 North Blackstone Avenue
Fresno, CA 93710
Phone: (559) 432-4343
Fax: (559) 432-2368
Internet: N/A
E-mail: N/A

Fresno Adult School

3333 North Bond
Fresno, CA 93726
Phone: (559) 248-7010
Fax: (559) 221-7083
Internet: N/A
E-mail: info@FresnoAdult.com

Fresno Area Plasterers & Cement Masons (JATC)

4831 E. Shields Ave, Room 6
Fresno, CA 93727
Phone: (559) 251-8259
Fax: N/A
Internet: N/A
E-mail: N/A

Fresno Area Plumbers, Pipe and Refrigeration Fitters(JATC)

1303 N. Rabe, Suite 102
Fresno, CA 93727
Phone: (559) 455-1526
Fax: (559) 455-1874
Internet: N/A
E-mail: mike@valocal246.com

Fresno City College

1101 East University Avenue
Fresno, CA 93741-0001
Phone: (559) 442-4600
Fax: (559) 485-3367
Internet: N/A
E-mail: pl0571@scccd.cc.ca.us

Fresno City College-Training Institute

390 West Fir Building B
Clovis, CA 93611
Phone: (559) 323-4688
Fax: (559) 323-4811
Internet: N/A
E-mail: robw@fccti.cc.ca.us

Fresno City College Vocational Training Center

2930 E. Annadale Ave.
Fresno, CA 93725
Phone: (559) 486-0173
Fax: (559) 264-1156
Internet: N/A
E-mail: N/A

Fresno Institute of Technology
731 W. Shaw
Clovis, CA 93612
Phone: (559) 297-4500
Fax: (559) 297-5822
Internet: N/A
E-mail: info@fresnotech.com

Fresno Pacific University
1717 South Chestnut Avenue
Fresno, CA 93702-4798
Phone: (559) 251-7194
Fax: (559) 453-2001
Internet: N/A
E-mail: rdrempel@fresno.edu

Fresno Regional Occupational Program
1111 Van Ness, The Towers, Suite 5
Fresno, CA 93721
Phone: (559) 497-3860
Fax: (559) 497-3806
Internet: N/A
E-mail: ROP@fcoe.k12.ca.us

Fresno Vicinity Sheet Metal Industry Apprenticeship (JATC)
4585 E. Floradora #B
Fresno, CA 93703
Phone: (559) 255-3665
Fax: (559) 255-6450
Internet: N/A
E-mail: N/A

Galen College of Medical and Dental Assistants
1325 North Wishon Avenue
Fresno, CA 93728
Phone: (559) 264-9726
Fax: (559) 264-0985
Internet: N/A
E-mail: N/A

H&R Block Tax Training School
4049 N. Blackstone Ave.
Fresno, CA 93726
Phone: (559) 229-1094
Fax: (559) 229-3119
Internet: N/A
E-mail: N/A

Heald College-Fresno
255 West Bullard
Fresno, CA 93704
Phone: (559) 438-4222
Fax: (559) 438-6368
Internet: N/A
E-mail: jeanne_whitney@heald.edu

Hi Tech Vocational Institute
2422 North Marks, Suite 641
Fresno, CA 93722-5216
Phone: (559) 276-2886
Fax: (559) 276-3201
Internet: N/A
E-mail: N/A

Ironworkers of Central California & Vicinity (JATC)
1380 S. Channing
Fresno, CA 93706
Phone: (559) 497-1295
Fax: (559) 497-1297
Internet: N/A
E-mail: N/A

Lawrence and Company College of Cosmetology
2440 A McCall
Selma, CA 93662
Phone: (559) 891-8108
Fax: (559) 891-8039
Internet: N/A
E-mail: N/A

Love Real Estate School
1665 West Shaw, Suite 104
Fresno, CA 93711
Phone: (559) 225-2672
Fax: (559) 225-2689
Internet: N/A
E-mail: N/A

Lyle's First and Herndon College of Beauty
6735 North First Street, Suite 112
Fresno, CA 93710
Phone: (559) 431-6060
Fax: (559) 432-7595
Internet: N/A
E-mail: N/A

Lyle's Fresno Shaw & Marks College of Beauty
3125 West Shaw Avenue
Fresno, CA 93711
Phone: (559) 222-6060
Fax: (559) 221-1039
Internet: N/A
E-mail: N/A

Major Express Truck School
4354 S. Chestnut
Fresno, CA 93725
Phone: (800) 861-1677
Fax: (559) 486-8453
Internet: N/A
E-mail: N/A

Management Training/Marketing Association (MTMA)
1313 P Street, Suite 205
Fresno, CA 93721
Phone: (559) 268-0938
Fax: (559) 268-0558
Internet: N/A
E-mail: N/A

Manchester College of Beauty
3756 North Blackstone Avenue
Fresno, CA 93726
Phone: (559) 224-4242
Fax: (559) 224-0754
Internet: N/A
E-mail: N/A

Mazzei Flying Service
4885 E. Shields Avenue, Suite 201
Fresno, CA 93726
Phone: (559) 251-7501
Fax: (559) 255-8900
Internet: N/A
E-mail: learn@flymfs.com

Mennonite Brethren Biblical Seminary
4824 East Butler
Fresno, CA 93727-5097
Phone: (559) 251-8628
Fax: (559) 251-7212
Internet: N/A
E-mail: jimmbbs@aol.com

Microcomputer Education Center
2002 North Gateway Blvd
Fresno, CA 93727
Phone: (559) 456-0623
Fax: (559) 456-0188
Internet: N/A
E-mail: rjamtire@aol.com

Moler Barber College and School
1240 Fulton Mall
Fresno, CA 93721
Phone: (559) 485-4030
Fax: (559) 485-2755
Internet: N/A
E-mail: N/A

National Training Institute Inc.
1755 N. Gateway Blvd.
Fresno, CA 93727-1628
Phone: (559) 456-1522
Fax: (559) 456-4841
Internet: N/A
E-mail: N/A

Northern California & Northern Nevada Stationary Engineers
839 N. Fulton St.
Fresno, CA 93728
Phone: (559) 233-0839
Fax: (559) 233-0896
Internet: N/A
E-mail: N/A

Northern California Cement Masons (JATC)
4831 E. Shields, Rm. 6
Fresno, CA 93726
Phone: (559) 251-8259
Fax: (559) 251-5916
Internet: N/A
E-mail: N/A

Oak Brook College of Law and Government Policy
P.O. Box 26870
Fresno, CA 93729
Phone: (559) 650-7755
Fax: (559) 650-7750
Internet: N/A
E-mail: info@obcl.edu

Parlier Alternative Education Center
900 Newmark Avenue
Parlier, CA 93648
Phone: (559) 646-2723
Fax: (559) 888-0210
Internet: N/A
E-mail: N/A

Police Science Institute
777 W. Shaw
Fresno, CA 93704
Phone: (559) 266-3173
Fax: (559) 233-9800
Internet: N/A
E-mail: N/A

Proteus Inc.
1815 Van Ness
Fresno, CA 93721
Phone: (559) 485-5600
Fax: (559) 485-1832
Internet: N/A
E-mail: N/A

Quality College Vocational Careers
1570 North Wishon
Fresno, CA 93728
Phone: (559) 497-5050
Fax: (559) 264-4454
Internet: N/A
E-mail: ledwa94909@aol.com

Reedley College
995 North Reed Avenue
Reedley, CA 93654-2099
Phone: (559) 638-3641
Fax: (559) 638-5040
Internet: N/A
E-mail: N/A

San Joaquin College of Law
901 Fifth Street
Clovis, CA 93612-1312
Phone: (559) 323-2100
Fax: (559) 323-5566
Internet: [Http://www.sjcl.org](http://www.sjcl.org)
E-mail: admissions@sjcl.org

San Joaquin Valley College
295 East Sierra Ave
Fresno, CA 93710
Phone: (559) 448-8282
Fax: (559) 448-8250
Internet: N/A
E-mail: N/A

San Joaquin Valley College-Aviation
4985 East Andersen Avenue
Fresno, CA 93727
Phone: (559) 453-0123
Fax: (559) 453-0133
Internet: N/A
E-mail: N/A

Sanger Adult School
1705 Tenth Street
Sanger, CA 93657
Phone: (559) 875-7121
Fax: (559) 875-1820
Internet: N/A
E-mail: N/A

Selma Adult School
3125 Wright Street
Selma, CA 93662
Phone: (559) 896-6651
Fax: (559) 896-7147
Internet: N/A
E-mail: N/A

Selma Learning Center
2001 First Street
Selma, CA 93662
Phone: (559) 896-3012
Fax: (559) 896-8836
Internet: N/A
E-mail: N/A

Sierra Valley Business College
4747 North First Street, Building D
Fresno, CA 93726
Phone: (559) 222-0947
Fax: (559) 222-2973
Internet: N/A
E-mail: N/A

Southern California Graduate School of Theology
5588 North Palm Avenue
Fresno, CA 93704
Phone: (559) 435-8402
Fax: (559) 439-7948
Internet: N/A
E-mail: N/A

The Training Center
1477 E. Shaw #140
Fresno, CA
Phone: (559) 244-6300
Fax: (559) 244-6305
Internet: <http://www.bpginc.com>
E-mail: joer@bpginc.com

Therapeutic Learning Center
3636 North First Street, Suite 154
Fresno, CA 93726
Phone: (559) 225-7772
Fax: (559) 252-5313
Internet: N/A
E-mail: N/A

Truck Driving Academy-Fresno
2757 South Golden State Blvd.
Fresno, CA 93725
Phone: (559) 233-4700
Fax: (559) 266-0747
Internet: N/A
E-mail: N/A

University of Phoenix
2490 W. Shaw Ave. #105
Fresno, CA 93711
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Valley Regional Occupational Program
755 J Street
Parlier, CA 93648
Phone: (559) 646-3591
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Valley Software Educational
1702 E Bullard, St 103b
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E-mail: vsec98@aol.com

Valley Travel College
1368 West Herndon, Suite 101
Fresno, CA 93711
Phone: (559) 436-1027
Fax: (559) 436-1028
Internet: N/A
E-mail: N/A

Valley Vocational College
1380 North Abby
Fresno, CA 93703
Phone: (559) 266-7577
Fax: (559) 266-3947
Internet: N/A
E-mail: N/A

West Hills College
300 Cherry Lane
Coalinga, CA 93210-1399
Phone: (559) 935-0801
Fax: (559) 935-5655
Internet: [Http://www.westhills.cc.ca.us](http://www.westhills.cc.ca.us)
E-mail: renghd@whccd.cc.ca.us

Western Pacific Truck School
4565 North Golden State Boulevard
Fresno, CA 93722
Phone: (559) 276-1220
Fax: (559) 276-2842
Internet: N/A
E-mail: N/A